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MINISTRY OF PERSONNEL,
PUBLIC GRIEVANCES & PENSIONS

GOVERNMENT OF INDIA
NEW DELHI
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### Department of Administrative Reforms and Public Grievances |

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1. The Ministry of Personnel, Public Grievances and Pensions is the coordinating agency of the Central Government in personnel matters, specially in respect of issues concerning recruitment, training, career development, staff welfare and the post retirement dispensation. The Ministry also works towards promotion of responsive, people-oriented and modern administration. This Ministry is under the overall charge of the Prime Minister, assisted by a Minister of State and two Secretaries, who are being assisted by three Additional Secretaries, five Joint Secretaries and other supporting officers and staff.

1.1 The Ministry comprises three Departments. Their roles are given as follows:

(i) Department of Personnel and Training

(ii) Department of Administrative Reforms and Public Grievances

(iii) Department of Pensions and Pensioners’ Welfare

The role of the Department of Personnel and Training can be conceptually divided into two parts. In its larger nodal role, it acts as the formulator of policies and the watchdog of the Government to ensure that certain accepted standards and norms pertaining to recruitment, regulation of service conditions and deputation of personnel as well as other related issues, as laid down by it, are followed by all ministries / departments. Towards this end, guidelines have been issued by it for the benefit of all ministries / departments. The implementation of these guidelines is also being monitored by the Department.

2.1 The Department also advises all organisations of the Central Government on issues of Personnel Management. The Department has the direct responsibility of being the cadre controlling authority for the Indian Administrative Service (IAS) and the Central Secretariat Service (CSS). It also operates the Central Staffing Scheme under which suitable officers from All India Services and Group ‘A’ Central Services are selected and then placed in posts at the levels of Deputy Secretary / Director.
and Joint Secretary, on the basis of tenure deputation. The Department also deals with cases of appointment to the posts of Chairman, Managing Director, full time functional Directors / Members of the Boards of Management of various Public Sector Undertakings/Enterprises, Corporations, Banks and Financial Institutions.

It also looks into the assignment of Indian experts to various developing countries. This Department is headed by Secretary (Personnel) and has six divisions namely (i) Establishment Officer, (ii) Services and Vigilance, (iii) Establishment, (iv) Administrative Tribunal and Administration, (v) Training and (vi) Central Services.

**Senior Appointments under the Government of India**

2.2 All proposals for senior appointments under the Government of India, which require the approval of the Appointments Committee of the Cabinet (ACC) under the Government of India (Transaction of Business) Rules, 1961, are processed through the Establishment Officer as Secretary of the ACC. These include board level appointments to Central Public Sector Undertakings and appointments of Joint Secretaries, Directors and Deputy Secretaries in the ministries / departments. In addition, all appointments by promotion, which require the approval of the ACC are also processed through the Establishment Officer.

**Public Enterprises Selection Board**

2.3 The Public Enterprises Selection Board (PESB) is entrusted with the responsibility of making recommendations for appointments to the full-time Board level posts of Chief Executives and functional Directors and part-time Chairman in Central Public Undertakings.

**Recruitment Agencies**

2.4 The Department through two organisation ensures recruitment of personnel for the Union/Central Government. These are the Union Public Service Commission (UPSC) and the Staff Selection Commission (SSC). The UPSC has been constituted under a provision of the Constitution and is responsible for conducting examinations for appointments to the higher civil services and civil posts under the Union Government, including recruitment to the All India Services. There is a provision for consulting the Commission on matters relating to methods of recruitment, principles to be followed in making promotions and transfers from one service to another and on disciplinary matters.
2.4.1 The SSC is responsible for making recruitment of non-Gazetted staff in Group ‘B’ and ‘C’ categories as per the Government Resolution constituting the Commission.

**Joint Consultative Machinery**

2.5 A well-structured machinery is in place for joint consultation between the Central Government and its employees for promoting harmonious relations and securing the greatest measure of cooperation between the Central Government and the general body of employees in matters of common concern. The objective is to increase the efficiency of public services along with the well-being of the employees. It is three-tier machinery consisting of:

(i) National Council- at the apex level, functioning under the Department of Personnel and Training.

(ii) Department Councils- functioning at Ministries’/Departments’ level.

(iii) Office Councils- functioning at offices/organisations under various Ministries/Departments.

2.5.1 The Scheme has proved to be an effective forum for amicable settlement of grievances of the Central Government employees relating to their service matters etc.

**Central Administrative Tribunal**

2.6 In spite of the elaborate system of rules and regulations which govern personnel management, there are Government employees who feel aggrieved by the Government decisions. In order to provide speedy and inexpensive justice to the employees aggrieved by Government decisions, the Government set up the Central Administrative Tribunal (CAT) in 1985, which now deals with all cases relating to service matters, which were previously dealt with by Courts up to and including the High Courts. There are now 17 regular Benches of the CAT functioning in various parts of the country, including its Principal Bench in Delhi.

**Staff Welfare**

2.7 Realising that improvement in the working and living conditions of the employees and their families leads to efficiency and high morale, the Department supports various welfare programmes, which are provided in various Ministries/Departments,
Central Government Employees Welfare Coordination Committees in Central Government Offices located outside Delhi, Resident Welfare Associations / Area Welfare Officers, Benevolent Fund and Departmental Canteens. The Department of Personnel and Training is the nodal agency for four registered societies set up for the welfare of the Government employees and their families. These societies are the Central Civil Services Cultural and Sports Board, Grih Kalyan Kendra, Kendriya Bhandar and Civil Services Officers Institute (CSOI). These are located in Delhi.

**Administrative Vigilance**

2.8 The Administrative Vigilance Division is the nodal agency in the field of Vigilance and Anti-corruption. Its main tasks, *inter-alia*, are to oversee and provide necessary directions to the Government’s programme of maintaining discipline and eradicating corruption from public services. In order to step up efforts towards containment of corruption, the three-pronged strategy for prevention, surveillance and detection supplemented by deterrent and punitive action adopted during the preceding years, continued to be followed during the current year also. Towards this end, the implementation of the Anti-corruption Action plan of each ministry / department has been monitored through quarterly reports. Emphasis continued to be laid on preventive vigilance that might involve appropriate changes in the existing rules / regulations / procedures in selected areas.

**Central Vigilance Commission**

2.9 The Central Vigilance Commission (CVC) was originally set up by a Resolution of the Government dated 11 February, 1964. The Government has accorded statutory status to the Commission by the Central Vigilance Commission Act, 2003 (No.45 of 2003). Under the Act, the CVC has been empowered to inquire or cause an inquiry or investigation on a reference made by the Central Government. It is also empowered to exercise superintendence over the vigilance administration of the various Central Government ministries, departments and organizations. With the enactment of the CVC Act, 2003, the superintendence of the Delhi Special Police Establishment in so far as investigation of offences under the Prevention of Corruption Act, 1988 are concerned, vests with the Central Vigilance Commission. Through the “Public Interest Disclosure and Protection of Informers” Resolution dated 21 April, 2004, the Government has designated the Central Vigilance Commission as the agency to act on the complaints from “whistle blowers”. 
Central Bureau of Investigation (CBI)

2.10 The Central Bureau of Investigation (CBI) is the premier investigating agency of the country to investigate complex and important cases. The superintendence over the functioning of the Delhi Special Police Establishment, in so far as it relates to the investigation of offences alleged to have been committed under the Prevention of Corruption Act, 1988, is sought to be entrusted to the Central Vigilance Commission.

Training Institutions

2.11 Lal Bahadur Shastri National Academy of Administration (LBSNAA), Mussoorie and Institute of Secretariat Training and Management (ISTM), New Delhi are two major training institutions directly under the administrative control of the Department. The former is mainly responsible for providing induction training to recruits to the Indian Administrative Service and other All India Services and Central Services. The Institute of Secretariat Training and Management provides induction as well as in-service training to members of the Central Secretariat Service.

DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES

3. The Department of Administrative Reforms and Public Grievances is the nodal agency of the Government of India for administrative reforms as well as for redressal of public grievances relating to the states in general and those pertaining to Central Government agencies in particular. The Department endeavours to document and disseminate successful Good Governance Practices by way of audio-visual media and publications. The Department also undertakes activities in the field of international exchange and cooperation to promote public service reforms. The mission of the Department is to act as a facilitator, in consultation with central ministries / departments, states / union territories administrations, organisations and individuals, to improve Government functioning through process reengineering, organization and methods and grievance handling, and by promoting modernization, Citizen’s Charters, award schemes, e-governance and best practices. The Department is headed by Secretary (AR&PG) and has eight divisions namely (i) Administrative Reforms (ii) Public Grievances (iii) e-Governance (iv) International Exchange and Cooperation (v) Documentation and Dissemination (vi) Administration and Coordination (vii) Organisation and Methods and (viii) ARC Division.
DEPARTMENT OF PENSION AND PENSIONERS’ WELFARE

4. The Department of Pension and Pensioners’ Welfare was set up in 1985 as a part of the Ministry of Personnel, Public Grievances and Pensions to cater to the Central Civil Pensioners serving the country. It is the nodal agency of the Government of India for formulation of general policy on pension and other retirement related benefits, as also the redressal of grievances relating to pension and retirement benefits. The Department has taken a number of steps over the years for streamlining the pension administration system for greater convenience and welfare of the pensioners. A new initiative called the Pensioners’ Portal, a Mission Mode Project on Pension under the National e-Governance Plan, has been launched recently with the primary objective of redressal of Pensioner’s grievances besides providing them information and guidance concerning pension and retirement related matters.
THE ALL INDIA SERVICES (PERFORMANCE APPRAISAL) RULES, 2007

1. With a view to improving the performance evaluation and appraisal of all senior civil servants for better human resource management, for the first time, the Annual Confidential Roll (ACR) Rules were replaced by the All India Services (Performance Appraisal) Rules, 2007. Based on the recommendations of the Surendranath Committee, the new format of performance appraisal for the All India Service Officers has been evolved. This brings a great degree of transparency and objectivity. The new format prescribes an interactive method of evaluation in which both officers being appraised and the Officer appraising, are involved. The broad contours of the system include use of the performance appraisal for career planning and training, preparation of a work plan, health check up, numerical grading, disclosure of the report, etc. This new performance appraisal procedure brings the best global practice in this area for the first time in evaluating the performance of All India Service Officers.

ANNUAL HEALTH CHECK-UP FOR ALL INDIA SERVICE OFFICERS

2. With a view to bringing greater health consciousness among the officers, which would be conducive to greater efficiency and also reduce the costs of illness to the Government, a comprehensive annual health check-up has been made mandatory for all the AIS officers. The Central Government has, for the first time, authorised private hospitals apart from government hospitals for conducting medical check-up of All India Service officers in order to bring in private participation for such check up.

INTER CADRE DEPUTATIONS/TRANSFER

3. The following decisions have been taken in respect of inter cadre deputations/ transfers:-

   (i) The special dispensation for deficit cadres is for allowing officers to proceed on deputation irrespective of whether they have put in 9 years in the cadre or whether they are in the supertime scale. It is relevant only to the starting point of deputation. Once this is relaxed, the officer is logically entitled to the maximum period of deputation, i.e. five years.
7(ii) The special dispensation for the AIS officers opting for inter-cadre deputation to North East cadres, will also apply, *mutatis mutandis*, to officers opting for inter-cadre deputation to the State of Mizoram and Arunachal Pradesh also, within the AGMUT cadre. Further, cases of officers hailing from any of the North Eastern States opting for inter-cadre deputation to his/her home State in the North East, will be considered on case to case basis.

(iii) If officers from outside cadres go on deputation to North East cadres, the conditionalities of cooling off would be waived off, provided he completes a term of deputation of at least five years. In other words, an officer from any other Cadre would be allowed to go on deputation to the North East directly after a full period of Central deputation without cooling off. Conversely, an officer from any other cadre would be given a full term of Central deputation directly after a full term of deputation in the North East for at least five years, without cooling off, on the basis of the officer’s own request and subject to cadre clearance.

**THE PUBLIC SERVICES BILL**

4. The Government is committed to bring in a Public Services Bill to provide a statutory basis for the regulation of the Public Services in India, as enshrined in Article 309 of the Constitution of India, to regulate the appointment and conditions of the Public Servants, to lay down and review the fundamental values of Public Services, the Public Services Code of Ethics, Public Service Management Code, to establish Public Services Authority for facilitating review and proper development of Public Services and in order to develop Public Services as a professional, neutral, merit based and accountable instrument for promoting good governance for better delivery of services to the citizens.

**THE STABILITY OF TENURE OF THE ALL INDIA SERVICE OFFICERS**

5. The stability of tenure of the All India Service Officers, especially in the States, has been a subject of concern for a long time now. Frequent and arbitrary transfers of Officers before completing a reasonable tenure on any post has always been considered as a major reason for the declining standards of administration. With a view to bringing in a degree of stability and transparency in the matter of appointment
and transfer, the relevant All India Service Rules have been amended for the first time providing a minimum tenure of two years for all cadre posts except the post of Chief Secretary and equivalent. The notifications are under issue.

**MID CAREER TRAINING FOR ALL INDIA SERVICE OFFICERS**

6. With an objective to train the officers at various stages of their career to enhance their horizon of knowledge and learning and to equip them in the discharge of their duties in a better and efficient manner, a mandatory Mid Career Training Programme consisting of Phase III, IV and V, has been introduced for IAS officers. The IAS (Pay) Rules have been amended to make the completion of the relevant phase of training a mandatory requirement for further promotion and benefits at the relevant stages in an officer's career. The various phases of the training are being conducted in collaboration with top of the line international Universities like the Maxwell School of Government, Syracuse University; the Kennedy School of Government, Harvard University; the Duke Centre for International Development, Duke University and premier management institutions of the country like IIM, Ahmedabad and IIM, Bangalore. Similar provisions are being finalized for the IPS and IFS officers.

**DOMESTIC FUNDING OF FOREIGN TRAINING**

7. Department of Personnel and Training has been nominating officers for training programmes abroad. In the past, these programmes were funded by bilateral or multilateral assistance. However, over the years, such assistance has come down. Keeping in view the importance and benefits of providing international exposure to the officers, a scheme of Domestic Funding of Foreign Training (DFFT) was started in 2001. This covers both long term and short-term training in various universities/institutes in several countries. A scheme of “partial funding of foreign study” has also been started since 2002-03 as another component of the scheme of DFFT. During the current financial year i.e. 2008-09, 45 officers (including 9 lady officers) have been deputed for long term foreign training programmes. As regards short term foreign training programmes, 173 officers (including 26 lady officers) have participated in various programme during 2008-09. During the current financial year, the cases of 28 officers (including 5 lady officers) were approved of Partial Funding assistance to pursue foreign study under the Partial Funding component of the DFFT Scheme.
COMMERCIAL EMPLOYMENT

8. The rules regarding grant of permission for post-retirement commercial employment of retired Group ‘A’ officers of Central Civil Services/Posts were rationalized. The period of two years after retirement, during which Government permission was necessary for taking up post-retirement commercial employment has been reduced to one year, and the guidelines in granting or refusing permission have been simplified and made generally positive, except in the cases where the organization, the retired Government servant proposes to join, has been known to be in any way in conflict with or prejudicial to India’s foreign relation, national security and domestic harmony.

RECOMMENDATION OF THE SIXTH CENTRAL PAY COMMISSION

9. The following orders in respect of maternity leave, child care leave, leave travel concession, deputation allowance have been issued after the recommendation of Sixth Central Pay Commission.

Enhancement of the quantum of Maternity Leave

9.1 Maternity Leave admissible to female Government servants has been enhanced from 135 days to 180 days with effect from the 1st September, 2008. This would enable female Government employees in nursing of their children till the age of 6 months. Further, the period of leave which can be availed of in continuation of maternity leave has also been increased to 2 years.

Introduction of Child Care Leave

9.2 In order to facilitate women employees to take care of their children at the time of need, Government has introduced Child Care leave with effect from 1st September, 2008. Women employees having minor children may now be granted Child Care leave for a maximum period of two years (i.e. 730 days) during their entire career for taking care of upto two children whether for rearing or to look after any of their needs like examination, sickness etc. This leave can be availed of in more than one spell and will be admissible when the Government servant has no earned leave at her credit.
Benefits of Maternity Leave, Child Care leave extended to members of All India Service

9.3 In pursuance of the acceptance of recommendations of the Sixth Central Pay Commission, for the central civil employees, some provisions like enhancement of Maternity Leave from 135 to 180 days and Child Care leave upto two years during their entire Service to women employees have been extended to the members of All India Services.

Encashment of Earned Leave along with LTC

9.4 Encashment of earned leave up to ten days at a time and to the extent of sixty days during entire career has been permitted while availing Leave Travel Concession (LTC) by Central Government servants. Previously, the earned leave so encashed along with LTC was to be deducted from the maximum amount of earned leave encashable at the time of retirement. With effect from 1 September, 2008, the earned leave encashed at the time of availing LTC will not be deducted from the maximum amount of earned leave encashable at the time of retirement. The special concessions/benefits granted to central government employees working in Kashmir Valley and relief to Kashmiri migrant employees of Central Government and PSUs have extended for a further period upto 31 December, 2009.

Special Casual Leave to Differently-Abled Persons

9.5 The following orders in respect of casual leave to differently-abled persons have been issued:-

(i) Orders were issued for grant of Special Casual Leave upto 10 days in a calendar year to enable differently-abled persons in the Government to attend Conferences/Workshops held in connection with welfare of such category of persons.

(ii) Orders were also issued for grant of Special Casual Leave for 4 days in a calendar year for differently-abled persons in connection with their absence from duty in view of their special requirements.

Children Education Allowance Scheme

9.6 Children Education Allowance and Reimbursement of Tuition Fee which were hitherto payable separately have now been merged and known as ‘Children Education
Allowance Scheme”. Under the Scheme, Government servants can claim Children Education Allowance of Rs. 12,000/- per child per annum for two school going children till the twelfth class. Hostel subsidy up to a maximum of Rs. 3000/- per month per child can also be reimbursed under the scheme. However, both Hostel subsidy and Children Education Allowance cannot be availed concurrently. The above limits would be automatically raised by 25 per cent every time the Dearness Allowance on the pay goes up by 50 per cent.

SPECIAL ALLOWANCE FOR CHILD CARE FOR WOMEN WITH DISABILITIES AND EDUCATION

Allowance for disabled Children

9.7 Women Government employees with disabilities are being paid Rs. 1000/- per month as Special Allowance for child care from the time of the child’s birth till the child is two years old. Reimbursement of Children Education Allowance for disabled children of Government employees are being paid at double the normal rates prescribed for normal children, i.e. Rs. 24,000/- per child per annum.

Deputation (Duty) Allowance

9.8 Subsequent to implementation of the recommendation of 6th CPC the rates of Deputation (Duty) Allowance has been revised w.e.f. 1.9.2008 to 5 per cent of basic pay subject to a maximum of Rs. 2000/- p.m. within same station and at the rate of 10 per cent of basic pay subject to Rs. 4000/- p.m. in other case.

Leave Travel Concession (LTC)

9.9 In relaxation of CCS(LTC) Rules, 1988, the Government have decided to permit Government servants to travel by air to North Eastern Region (NER) on LTC for a period of two years w.e.f. 2 May, 2008 as indicated below:-

(i) Group ‘A’ and Group ‘B’ Central Government employees will be entitled to travel by Air from their place of posting or nearest airport to a city in the NER or nearest airport.

(ii) Other categories of employees will be entitled to travel by air to a city in the NER from Guwahati or Kolkata.

(iii) All Central Government employees will be allowed conversion of one block of Home Town LTC into LTC for destinations in NER.
9.9.1 Consequent upon the acceptance of the recommendations of Sixth Central Pay Commission following decisions have been taken regarding LTC which are effective from 1st September, 2008.

Definition of Family

9.10 The parents and /or step parents (stepmother and stepfather) who are wholly dependent on the Government employees shall be included in the definition of family for the purpose of LTC, irrespective of whether they are residing with the Government employee or not.

9.10.1 The definition of dependency will be linked to the minimum family pension prescribed in Central Government and dearness relief thereon. The extant conditions in respect of other relations included in the family including married/divorced/abandoned/separated/widowed daughters shall continue without any change.

Increase in the number of Home-Town LTC for fresh recruits

9.11 Fresh recruits to central government are allowed to travel to their home town along with their families on three occasions in a block of four years and to any place in India on the fourth occasion. This facility shall be available to the Government officers only for the first two blocks of four years applicable after joining the Government for the first time. The blocks of 4 years shall apply with reference to the initial date of joining the Government even though the employee changes the job within Government subsequently. The existing blocks will remain the same but the entitlements of the new recruit will be different in the first eight years of service. All other provisions concerning frequency of travel under LTC are retained.

TONING OF STATE PUBLIC SERVICE COMMISSION

10. While addressing the Chief Secretaries of States on 20 July, 2006, the Prime Minister had, inter alia, drawn the attention to the reports of the malfunctioning of some of the State Public Service Commissions. The state governments were emphasized that the object of any process of selection for entry into public service is to secure the best and most suitable person for the job, avoiding patronage and favouritism and that the Members in the State PSCs play a crucial role in this regard. State governments were advised to ensure that their Public Service Commissions are manned by competent, honest and independent persons of outstanding ability and
high reputation who command the confidence of the people and who would not allow themselves to be deflected by any extraneous considerations from discharging their duty of making selections based strictly on merit.

MINORITY WELFARE

11. In pursuance of the Prime Minister’s new 15 point Programme for welfare of minorities, guidelines in the direction of measures to give special consideration to minorities in recruitment had been issued. In pursuance of the Sachar Committee recommendations on posting of muslim Police personnel in thanas and muslim health personnel and Teachers in muslim concentrated areas, the concerned Ministries were advised to implement the recommendations and issue appropriate guidelines for the purpose. Necessary action for sensitization of Government functionaries, especially field staff is also taken by the Training Division. The state governments have also been requested to implement the above recommendation of the Sachar Committee.

SPECIAL RECRUITMENT DRIVES

12. In order to protect the interests of SC/ST/OBC communities and to ensure that the posts reserved for them are filled up only by candidates belonging to these categories it has been decided that where sufficient number of candidates belonging to these categories are not available to fill up the vacancies reserved in direct recruitment for them, the vacancies would not be filled. Such vacancies are carried forward to the subsequent recruitment year as backlog reserved vacancies. Some reserved vacancies of SCs and STs in promotion are also not filled and carried forward as backlog vacancies. A Special Recruitment Drive was launched in 2004 to fill up all the backlog reserved vacancies of SCs and STs, both in direct recruitment quota and promotion quota. More than 60,000 backlog vacancies were filled up during the Drive.

12.1 A Special Recruitment Drive to fill up the backlog reserved vacancies of OBCs could not be launched in 2004 because there was no provision of treating their backlog reserved vacancies at that time and limit of 50 per cent reservation was applied to such vacancies. The Government in July, 2008 has taken a decision to treat the backlog reserved vacancies of OBCs as a separate and distinct Group on which the ceiling of 50 per cent would not apply. After having taken this decision,
the Government has launched a fresh Special Recruitment Drive in November, 2008 to fill up the backlog reserved vacancies of SCs, STs and OBCs.

RESERVATION FOR PERSONS WITH DISABILITIES

13. The Government has streamlined the scheme of reservation for persons with disabilities during last two years as a result of which visually handicapped and hearing handicapped persons have been able to get entry into the most prestigious services like the Indian Administrative Service.

PLACEMENT SYSTEM

14. To make the ‘placement system’ more transparent and efficient, a software has been developed which generates panels of names, for vacancies under the Central Staffing Scheme, by matching the experience profile, educational qualifications and training profile of the officer with the job requirement of the post. For the purpose, an Online Application Form has been introduced for the Central Staffing Scheme from the year 2008. The officers can apply online, giving details of their experience, educational qualification, trainings etc which are later, matched when placement to a particular ministry is considered. Each officer can also give 3 preferences for his posting to the ministries depending on his area of interest and experience. The software also takes into account the preferred ministry/department that the officer may like to work in.

14.1 Efforts are on to provide an interface of this software to all the State Governments and the Cadre Controlling Authorities of the Group ‘A’ Services so that they can even validate the application forms, give vigilance and cadre clearance etc online. This would save time and bring in efficiency in the system by capturing, in real time the data of officers for placement in the central government. The system should also speed up the process of placements so that the officers coming to the Government of India on deputation can get more time to shift and take care of other requirements for settling down.

INTRODUCTION OF EXPERIENCE CODE DIRECTORY

15. The Career Management Section of the office of the Establishment Officer is responsible for maintaining a database of all IAS officers and such officers of other Services who are on Central Deputation. This database captures each officers’
profile including the areas of ‘experience’ that he/she has acquired over the years, and is reflected in the officers’ Executive Record Sheet. This data contained in the Cadre Management Division, especially pertaining to the experience profile of officers is, at times crucial, as it is used for selecting names of suitable officers for various Foreign Assignments and other important assignments in the Government.

An exercise was conducted in which the experience ‘fields’ available in the code directory were rationalised to make them more topical and relevant to the current requirements. The ‘old’ and the ‘new’ code directory of ‘experience’ fields was placed on the website of the Department. Suggestions from officers across the board were called for. The relevant suggestions were considered, and the changes incorporated. The existing database of all the officers was then converted as per the newly formulated experience Code Directory.

**ACC VACANCY MONITORING SYSTEM**

16. To make the ACC (Appointments Committee of the Cabinet) Vacancy Monitoring System more effective, an Online Web Based Monitoring Software was designed to ensure timely submission of proposals for appointments to the posts requiring approval of the ACC. The AVMS (ACC Vacancy Monitoring System) has been made available to all the Ministries/Departments so that they can keep a close watch on the vacancy position and take timely steps to send proposals to the Secretariat of the Appointments Committee of the Cabinet.

**SECOND ADMINISTRATIVE REFORMS COMMISSION (ARC)**

17. As envisaged in the National Common Minimum Programme (NCMP), the Second Administrative Reforms Commission (ARC) was constituted under the Chairmanship of Shri Veerappa Moily on 21 August, 2005 as a Commission of Inquiry, for preparing a detailed blueprint for revamping the public administration system. The Commission was required to furnish its Reports to the Government within one year of its constitution, i.e. by 31 August, 2006. However, the term has now been extended upto 31 March, 2009.

**PM’S AWARD FOR EXCELLENCE IN PUBLIC ADMINISTRATION**

18. The Prime Minister, Dr. Manmohan Singh gave away the Prime Minister’s Awards for Excellence in Public Administration for the year 2006-07 for the second time on 21 April, 2008, on the occasion of Civil Services Day. There were fourteen initiatives

CHIEF SECRETARIES CONFERENCE

19. A Conference of Chief Secretaries was held on 22 April, 2008. Shri M.K. Chandrasekher, Cabinet Secretary, while setting the agenda for the Conference, highlighted some thrust areas that needed attention. He said that the public service delivery can be improved only if corruption is minimised with transparency and simplification of the existing procedures and systems. The Conference deliberated
on the issues relating to progress of state mission mode projects; power sector, disaster management and preparedness’ rural development projects, price rise in essential commodities; issues relating to drinking water supply and higher education. Chief Secretaries’ Conference serves the twin purpose of assessing the performance of different states over a period of time, as also, appraising progress made in respect of various flagship programmes of the Government of India. Over a period of time, this has proved to be a useful platform to deliberate upon and sorting out bottlenecks on critical issues like - law and order, education, health, employment and rural development.

INTERNATIONAL COOPERATION

20. The Department of Administrative Reforms and Public Grievances is working as the nodal point in respect of matters relating to international cooperation in the field of Public Administration and Governance, which includes organizing programmes and visits of the foreign delegations in India and visit of Indian delegation abroad as part of project/bilateral measures taken up in accordance with the MOU/Agreement, signed between India and other countries (bilateral), viz, Malaysia, in the field of Civil Service, Personnel Management and Public Administration; and with Brazil-South Africa in the field of Governance, Administration and other related areas. An MoU (multilateral) among India, Brazil and South Africa, on cooperation in the field of Public Administration and Governance was signed by the representatives of the three countries on 17 October, 2007 during the 2nd IBSA Summit meeting held in South Africa. The Ministry is an institutional member of Commonwealth Association for Public Administration and Management (CAPAM) since 1997 and of International Institute of Administrative Sciences (IIAS) since 1998, which provides an opportunity to exchange experience on new developments and innovations in management in Governments of member countries. During the year, the Ministry of Personnel, Public Grievances and Pensions was also engaged with the visiting delegations from Thailand and Canada School of Public Service (SCPS). The interactions with Thailand and SCPS focused on areas of civil service, personnel management and public administration, including reforms initiatives, capacity building and skills up gradation empowering civil service, e-Governance, empowering citizen through right to information and strengthening vigilance and anti-corruption devices for combating corruption.
E-GOVERNANCE INITIATIVES

21. The Department of Administrative Reforms and Public Grievances organises National Conference on e-Governance every year in collaboration with Department of Information Technology and a State Government. This conference provides a platform to the senior officers of the Government, experts, industry, academic institutions, civil society etc. to discuss, exchange views and experiences relating to e-Governance. So far this Department has organised eleven such Conferences. The 11th National Conference on e-Governance was held at Panchkula, Haryana in February 2008. The 12th National Conference on e-Governance was held at Goa on 12-13 February, 2009 under the theme “e-Governance: Breaking Barriers, Building Bridges”.

REGIONAL CONFERENCE ON EXCELLENCE IN PUBLIC SERVICE DELIVERY

22. During the year 2008-09, the Department of Administrative Reforms and Public Grievances has organised Regional Conferences on “Excellence in Public Service Delivery” at Mussoorie, Pune, Guwahati and Thiruvananthapuram. The main objective of the Conference is to generate awareness amongst the participants about the recent reforms for promotion of good governance and to bring national
and state level organisations along with other stakeholders on the same platform to share experiences in the formulation and implementation of good governance practices in order to facilitate speedy and efficient delivery of public services.

**CSS- CADRE TRAINING PLAN AND REVIEW COMMITTEE REPORT**

23. Under Cadre Training Plan for CSS, ISTM has been entrusted with the job of conduction Training programmes for all levels of the CSS Cadre including Foundational Training for Direct Recruit Assistants. The Training programmes are mandatory in nature and linked with the next promotion of the officers. The objective of in-service training programmes at various level is to develop skills and capabilities of CSS personnel, necessary for shouldering higher responsibility besides updating their knowledge about the latest concepts and practices for better governance and administration. The ISTM had started the first schedule for Cadre Training Plan in the year 2007-2008 for various levels of training programmes for CSS officers. The Officers of CSS Cadre are being nominated for these training programmes. In all, 28 in-service training programmes for CSS officers were organized during the year 2008-2009. Approximately 1075 CSS officers were trained in these programmes at various levels.

23.1 The ISTM had drawn up its training schedule for CSS officers based on inputs given by the CS Division for various grades for the year 2009-2010 for which nominations are being made. These training programmes have also been reviewed for enhancing their effectiveness, for which a Review Committee was set up by this Department in April, 2008. The Committee has submitted its report on the basis of feedback received from user Ministries as well as previous participants. The Review Committee Report is being examined for implementation. Various suggestions contained in the report relate to the training design including foreign component, modules, duration, location, quality of training, services of funding of various programmes for CSS officers, strengthening of ISTM, etc.

**INTER-ACTIVE SESSIONS WITH CADRE CONTROLLING AUTHORITIES**

24. As a first time initiative, it was proposed that a team of Officers of CS Division would hold inter-active sessions in different Government Office Buildings, which house several ministries/departments. These inter-active sessions were organised
to apprise the cadres of the issues and problems faced by CS Division in cadre management of the three Central Secretariat Services. Secondly, it was also felt that this opportunity could be used to resolve the problems at the cadre level being faced by individual Ministry/Department, across the board. Four inter-active sessions were held by CS Division during 8-17 January, 2008 at Shastri Bhawan, Nirman Bhawan, Shram Shakti Bhawan and North Block. These inter-active sessions have helped to disseminate information relating to important policy matters such as reporting of vacancies, maintenance of ACRs, rotational transfer policy, ad-hoc and regular promotions, preparation of data base of Central Secretariat Services etc. All user departments appreciated this effort and requested that such interactive sessions should be held at frequent intervals to enable them to resolve pending matters pertaining to the three Central Secretariat Services and help improve cadre management in the Central Secretariat.

PUBLIC GRIEVANCES REDRESSAL SYSTEM

25. The Department of Administrative Reforms and Public Grievances is the nodal agency for initiating, implementing and monitoring policy guidelines on handling of public grievances in Government of India. Detailed policy guidelines have been formulated for redress of grievances by the Ministries and Departments of Government of India. This Department in consultation with the NIC has developed Public Grievances Portal website: http.pg.portal.gov.in which has been introduced in all ministries/departments of the Government of India in June, 2007 for prompt redressal of public grievances. The portal has a facility for the citizens to lodge their grievances and also monitor the progress of redress. The portal also provides a facility to the Director of Grievances (Joint Secretary level officer in each Ministry) to monitor the receipt, disposal and pendency of the grievances through the Centralised Public Grievance Redress and Monitoring System (CPGRAMS). The portal is primarily aimed to facilitate the receipt and handling of grievances from aggrieved citizens online and thus to help scrutinize, forward and monitor the action taken by the concerned ministries/departments as well as the concerned nodal agencies. Necessary training has been provided to the Directors of Public Grievances and subordinate functionaries in ministries/departments to handle public grievances on CPGRAMS.
26. The main objective of the exercise to issue the Citizen’s Charter of an organisation is to improve the quality of public services. This is done by letting people know the mandate of the concerned ministry/department/organisation, how one can get in touch with its officials, what to expect by way of services and how to seek a remedy if something goes wrong. The Citizen’s Charter does not by itself create new legal rights, but it surely helps in enforcing existing rights. Various central government ministries/departments/organisations have brought out their Citizens’ Charter. Nodal Officers have been appointed in the concerned central ministries/departments/organisations. Ministry of Personnel, P.G. and Pensions has also brought its Citizens’ Charter and put on the web-site of the Ministry.

IMPLEMENTATION OF RESERVATION POLICY

27. As per the various provisions of the Constitution, the Government has issued various instructions providing for reservation in services for the members of the Scheduled Castes (SCs), the Scheduled Tribes (STs) and the Other Backward Classes (OBCs) in direct recruitment. There is no provision of reservation in promotion for OBC candidates. Section 33 of the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995 (PWD Act) provides that every appropriate Government shall appoint in every establishment such percentage of vacancies not less than three percent for persons or class of persons with disability of which one percent each shall be reserved for persons suffering from (i) blindness or low vision, (ii) hearing impairment and (iii) locomotors disability or cerebral palsy; in the posts identified for each disability. Section 32 of the Act requires the Government to identify posts in establishments which can be reserved for the persons with disability.

27.1 Ministry of Personnel, Public Grievances and Pensions follows the instructions issued for implementation of the reservation policy. Liaison Officer for SC/ST category and a separate Liaison Officer for OBC for looking into the matters concerning reservation for these categories have been appointed in the Ministry of Personnel, Public Grievances and Pensions as per the existing provisions.
Department of Personnel and Training
CHAPTER- 1

SENIOR APPOINTMENTS AND FOREIGN TRAINING

APPOINTMENTS

1.1 The Department of Personnel and Training deals with appointments at senior level and personnel policies of the Government of India. For this purpose, the Establishment Officer and Additional Secretary acts as the Secretary to the Appointments Committee of Cabinet (ACC). All proposals for senior appointments under the Government of India requiring approval of the ACC, under the Government of India (Transaction of Business Rules, 1961) are processed through the Establishment Officer. These include Board level appointments to Public Sector Undertakings and appointments to the posts at the level of Joint Secretary. In addition, all appointments by promotion, which require the approval of the ACC are also processed through the Establishment Officer.

1.1.1 The Establishment Officer is also the ex-officio Member Secretary of the Civil Services Board, which is chaired by the Cabinet Secretary. This Board makes recommendations for appointments in respect of the posts of Deputy Secretaries, Directors and Joint Secretaries under the Central Staffing Scheme. In addition, the Board also makes recommendations to the ACC for inclusion of officers in the Joint Secretaries suitability list.

1.1.2 The Establishment Officer is also the Member Secretary of the Central Establishment Board, (CEB), which is chaired by the Secretary (Personnel). This Board makes recommendations for deputing officers on foreign training, assessment of Central Secretariat Service officers for appointments to the posts of Deputy Secretaries and Directors in the ministries/departments as well as premature retirement under the relevant rules in respect of officers below the rank of Joint Secretary.

1.1.3 A Screening Committee chaired by the Cabinet Secretary comprising Secretary (Personnel) and Finance Secretary has been constituted for approval of cases of Foreign Assignments and assignments under Rule 6 (2)(ii) of the IAS (Cadre) Rules 1954. The approval of the PM is taken on the recommendations of the Committee for JS and above.

1.1.4 A total of 310 officers were appointed to posts at the levels of Joint Secretary/
equivalent and below under the Central Staffing Scheme during the period from 1 January, 2008 to 31 December, 2008. Out of these, 123 belong to the IAS, 20 to the CSS and 167 to other organized Group ‘A’ Services.

1.1.5 In addition to the appointments under the Central Staffing Scheme (as mentioned at Para 1.5) a total of 317 appointments of Chairman-cum-Managing Directors (CMDs)/MDs, DMDs, Executive Directors, Functional Directors, OEDs/WEDs, Non-Official Directors were made on the Boards of Public Sector Undertakings and Banks/Financial Institutions during the period from 1 January, 2008 to 31 December, 2008. During the same period, 150 appointments were made at the level of General Managers/Additional General Managers/Members/Additional Members/Chairmen/Vice-Chairmen/Chief Security Commissioners/Financial Commissioners. In addition promotion/empanelment for appointments to the Higher Administrative Grade in Rs 22400-24500/Rs 24050-26000 of officers of various Group ‘A’ Services under the Ministry of Railways, was done. During the same period 3 appointments were made at the level of Chairman and Member in the Autonomous Bodies.

1.1.6 A total of 171 officers were also approved/unapproved during the above period for holding additional charge/current charge/extension/non-extension of tenure/services of CMDs/MDs, Executive Directors, Functional Directors, Deputy Managing Director, Non-Official Directors in PSUs/Banks, RCT (Indian Railways). The projection for the period from 1 January, 2009 to 31 March, 2009 is about 160 proposals.

1.1.7 During the period, 93 Chief Executives were appointed in various autonomous bodies. Likewise, 83 persons were appointed as Member/Chairman/Vice Chairman in various Administrative Tribunals/Labour Courts.

1.1.8 A total of 1142 officers were approved for appointment (including promotion and deputation) to posts, of and above the level of Joint Secretary, in various organised Central Services which are not included in the Central Staffing Scheme, and postings in various Indian Embassies/Missions abroad.

1.1.9 Though, it may not be possible to indicate projection during January 2009 to March 2009, approximately 28 Chief Executives and 27 Member/Chairman in various Administrative Tribunals and about 300 officers of Joint Secretary level and above are likely to be appointed during 1 January, 2009 to 31 March, 2009.
1.1.10 129 Secretary level and equivalent, 94 Additional Secretary level and equivalent, 380 Joint Secretary level and equivalent, 566 Director level and equivalent and 147 Deputy Secretary level and equivalent officers stand posted under the Central Staffing Scheme as on 31 December, 2008.

FOREIGN TRAINING

1.2 Department of Personnel and Training has been nominating officers belonging to Indian Administrative Service, Central Secretariat Service, State Civil Services and officers serving under the Central Staffing Scheme, for various training programmes abroad. Nominations are made for programmes sponsored by foreign governments and also for programmes funded under the Domestic Funding Scheme.

1.2.1 During the year 2008, nominations for 10 long term foreign training programmes (duration of approximately one year) under the Domestic Funding Scheme, were finalised and a total of 67 officers were deputed to these programmes. These programmes were: Manila – Master in Development Management at Asian Institute of Management (4 officers); University of Duke, USA – MA in International Development Policy (8 officers); Hubert H. Humphrey Institute, University of Minnesota, USA – MPA (6 officers); George Mason University, Washington – Master of Public Policy (6 officers); Maxwell School, Syracuse University, USA - MA in Public Service (8 officers); ISS, the Hague, the Netherlands – MA in Public Policy and Management (6 officers); IDS, Sussex, UK – MA in Governance and Development (6 officers); University of Birmingham, UK – MA in Public Service (8 officers), University of Ljubljana, Slovenia – MBA (9 officers) and Australian National University, Australia – Master in Public Policy (6 officers).

1.2.2 Apart from the long term programmes mentioned above, officers were also nominated for various short-term programmes available under the Domestic Funding Scheme. Under this Scheme, a total of 212 officers were nominated for various Institutes in the Hague, Bangkok, U.K., Manila, Australia and USA.

1.2.3 For the year 2009, 4 IAS officers have been selected for attending NDC Course in January, 2009.

1.2.4 In addition to these, the Foreign Funded Training programmes for more than 4 weeks duration are also processed by the Department. During the year 2008, nominations for about 84 such Foreign Funding courses were processed.
2 Department of Personnel and Training is the Cadre Controlling Authority in respect of All India Services and Central Secretariat Services viz. Indian Administrative Service (IAS), Central Secretariat Service (CSS), Central Secretariat Stenographers’ Service (CSSS) and Central Secretariat Clerical Service (CSCS). The details of these services are as under:

ALL INDIA SERVICES

Cadre strength of IAS

2.1 The authorised cadre strength of the IAS as on 1 January, 2008 was 5460 and the number of officers in position was 4761. The corresponding figures were 5671 and 4572 as on 1 January, 2009 respectively. The authorised cadre strength and the number of officers in position in different years since 1951 are as given below:

<table>
<thead>
<tr>
<th>Year (As on 1st January)</th>
<th>Authorised cadre strength</th>
<th>Number of officers in position</th>
</tr>
</thead>
<tbody>
<tr>
<td>1951 (At the time of initial constitution of the service)</td>
<td>1232</td>
<td>957 (Including 336 officers of the Indian Civil Service)</td>
</tr>
<tr>
<td>1961</td>
<td>1862</td>
<td>1722 (Including 215 officers of the Indian Civil Service)</td>
</tr>
<tr>
<td>1971</td>
<td>3203</td>
<td>2754 (Including 88 officers of the Indian Civil Service)</td>
</tr>
<tr>
<td>1981</td>
<td>4599</td>
<td>3883</td>
</tr>
<tr>
<td>1991</td>
<td>5334</td>
<td>4881</td>
</tr>
<tr>
<td>2001</td>
<td>5159</td>
<td>5118</td>
</tr>
<tr>
<td>2002</td>
<td>5159</td>
<td>5051</td>
</tr>
<tr>
<td>2003</td>
<td>5159</td>
<td>4871</td>
</tr>
<tr>
<td>2004</td>
<td>5159</td>
<td>4791</td>
</tr>
<tr>
<td>2005</td>
<td>5261</td>
<td>4788</td>
</tr>
<tr>
<td>2006</td>
<td>5337</td>
<td>4790</td>
</tr>
<tr>
<td>2007</td>
<td>5422</td>
<td>4731</td>
</tr>
<tr>
<td>2008</td>
<td>5460</td>
<td>4761</td>
</tr>
<tr>
<td>2009</td>
<td>5671</td>
<td>4572</td>
</tr>
</tbody>
</table>

2.2 There is a provision for quinquennial cadre review in respect of every cadre of the three All India Services under the relevant Cadre Rules.
2.3 In the year 2008, meetings of the Cadre Review Committee were held to review the strength and composition of the following cadres participating in the All India Services:

<table>
<thead>
<tr>
<th>Indian Administrative Service</th>
<th>Indian Police Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) Assam-Meghalaya</td>
<td>(i) Assam-Meghalaya</td>
</tr>
<tr>
<td>(ii) Andhra Pradesh</td>
<td>(ii) Andhra Pradesh</td>
</tr>
<tr>
<td>(iii) Bihar</td>
<td>(iii) Kerala</td>
</tr>
<tr>
<td>(iv) Karnataka</td>
<td>(iv) Rajasthan</td>
</tr>
<tr>
<td>(v) Orissa</td>
<td>(v) Sikkim</td>
</tr>
<tr>
<td>(vi) Tamil Nadu</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Indian Forest Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) AGMUT</td>
</tr>
<tr>
<td>(ii) Kerala</td>
</tr>
<tr>
<td>(iii) Gujarat</td>
</tr>
<tr>
<td>(iv) Madhya Pradesh</td>
</tr>
<tr>
<td>(v) Manipur - Tripura</td>
</tr>
</tbody>
</table>

2.4 The notifications have been issued fixing minimum tenure at various levels for the All India Service Officers of IAS cadre of the States/Cadre of AGMUT, Chhattisgarh, Haryana, Jharkhand, Manipur –Tripura, Nagaland, Orissa, Sikkim and Uttaranchal during the year 2008.

CIVIL SERVICES EXAMINATION, 2008

2.5 In 2008, the Union Public Service Commission conducted the Civil Services Examination for recruitment to the following 21 services out of which 18 are Group ‘A’ services and the remaining 3 are Group ‘B’ services:

2.5.1 During the period 2008-09 a new Service in Group ‘A’ namely Indian Corporate Law Service has since had been incorporated in the Civil Services Examination Rules, 2009.

i) The Indian Administrative Service

ii) The Indian Foreign Service

iii) The Police Service
iv) The Indian P and T Accounts and Finance Service, Group ‘A’

v) The Indian Audit and Accounts Service Group ‘A’

vi) Indian Revenue Service (Customs and Central Excise), Group ‘A’

vii) The Indian Defence Accounts Service, Group ‘A’

viii) The Indian Revenue Service, (I.T.) Group ‘A’

ix) The Indian Ordnance Factories Service, Group ‘A’ (Asst. Works Manager-Non-technical)

x) The Indian Postal Service, Group ‘A’

xi) The Indian Civil Accounts Service, Group ‘A’

xii) The Indian Railway Traffic Service, Group ‘A’

xiii) The Indian Railway Accounts Service, Group ‘A’

xiv) The Indian Railway Personnel Service, Group ‘A’

xv) Post of Assistant Security Officer, Group ‘A’ in Railway Protection Force

xvi) The Indian Defence Estates Service, Group ‘A’

xvii) The Indian Information Service Junior Grade, Group ‘A’

xviii) The Indian Trade Service, Group ‘A’ (Grade-III)

xix) The Armed Forces Headquarters Civil Service Group ‘B’ (Section Officer’s Grade)

xx) The Delhi Andaman and Nicobar Islands, Ladshadweep, Daman and Diu and Dadra and Nagar Haveli Civil Service Group ‘B’

xxi) The Delhi Andaman and Nicobar Islands, Ladshadweep, Daman and Diu and Dadra and Nagar Haveli Police Service Group ‘B’

REVIEW OF THE EXISTING SCHEME OF THE CIVIL SERVICES EXAMINATION

2.6 The Union Public Service Commission constituted a Committee on 19 July, 2000 to review the existing scheme of the Civil Services Examination. This Committee comprised the following members:-
2.6.1 The broad terms of reference for this Committee was to examine the present scheme of the Civil Services Examination and the systems for working that scheme in the light of the past experience and current requirements and to recommend such changes in the said scheme, systems and methods as may be required for identifying the best and most suitable persons for appointment to various services/posts which form part of the scheme. The Committee submitted its report in 2001 and the recommendations of the Committee alongwith the comments of the UPSC were considered by the Government which has now sought the comments of the Administrative Reforms Commission.

2.7 On the basis of the results declared in the year 2008 of the Civil Service Exam - 2007, the following allocation of successful candidates have been made for the different services:-

<table>
<thead>
<tr>
<th>Service</th>
<th>General</th>
<th>SC</th>
<th>ST</th>
<th>OBC*</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>IAS</td>
<td>56</td>
<td>28</td>
<td>18</td>
<td>9</td>
<td>111</td>
</tr>
<tr>
<td>IFS</td>
<td>10</td>
<td>5</td>
<td>4</td>
<td>1</td>
<td>20</td>
</tr>
<tr>
<td>IPS</td>
<td>51</td>
<td>29</td>
<td>6</td>
<td>6</td>
<td>103</td>
</tr>
<tr>
<td>Central Civil Services (Group ‘A’)</td>
<td>197</td>
<td>97*</td>
<td>33</td>
<td>33</td>
<td>392</td>
</tr>
<tr>
<td>Central Civil Services (Group ‘B’)</td>
<td>3</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>9</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>317</strong></td>
<td><strong>160</strong></td>
<td><strong>106</strong></td>
<td><strong>52</strong></td>
<td><strong>635</strong></td>
</tr>
</tbody>
</table>
The allocation of two OBC candidates is provisional due to non-clearance of creamy layer/medical status.

**INTER CADRE DEPUTATIONS/TRANSFERS**

2.8 Broad policy being followed for inter-cadre deputation is outlined below:-

(i) The special dispensation for deficit cadres is for allowing officers to proceed on deputation irrespective of whether they have put in 9 years in the cadre or whether they are in the supertime scale. It is relevant only to the starting point of deputation. Once this is relaxed, the officer is logically entitled to the maximum period of deputation, i.e. five years.

(ii) The special dispensation for the AIS officers opting for inter-cadre deputation to North East cadres, will also apply, *mutatis mutandis*, to officers opting for inter-cadre deputation to the State of Mizoram and Arunachal Pradesh also, within the AGMUT cadre. Further, cases of officers hailing from any of the North Eastern States opting for inter-cadre deputation to his/her home State in the North East, will be considered on case to case basis.

(iii) If officers from outside cadres go on deputation to North East cadres, the conditionalities of cooling off would be waived off, provided he completes a term of deputation of at least five years. In other words, an officer from any other Cadre would be allowed to go on deputation to the Northeast directly after a full period of Central deputation without cooling off. Conversely, an officer from any other cadre would be given a full term of Central deputation directly after a full term of deputation in the Northeast for at least five years, without cooling off, on the basis of the officer’s own request and subject to cadre clearance.

(iv) In cases of inter-cadre transfer of officers on ground of ‘marriage’, the couple should normally be transferred to one of the two Cadres on which they are borne. In case of refusal of both Cadres to accept the officers, in the first instance, the matter should be taken up formally a second time with both the Cadres. In case of continued refusal of both the Cadres to accept the officers on grounds that are deemed by the Central Government to be genuine and
satisfactory, the couple shall be transferred to one of the deficit Cadres with the concurrence of the State Government concerned. The matter shall be re-visited after the category of ‘deficit Cadres’ ceases to exist.

THE CIVIL SERVICES BILL

2.9 The Government is committed to bring in a Civil Services Law to provide a statutory basis for the regulation of the Civil Services in India, as enshrined in Article 309 of the Constitution of India, to regulate the appointment and conditions of the Civil Servants, to lay down and review the fundamental values of Civil Services, the Civil Services Code of Ethics, Civil Service Management Code, to establish Civil Services Authority for facilitating review and proper development of Civil Services and in order to develop Civil Services as a professional, neutral, merit based and accountable instrument for promoting good governance and better delivery of services to the citizens. The draft Bill finalised by the Government has been modified on the basis of the recommendations of the 2nd Administrative Reforms Commission, contained in their 10th Report on 'Refurbishing of Personnel Administration'. A copy of the modified draft Bill has been referred to the PMO for approval.

RECOMMENDATION OF THE SIXTH CENTRAL PAY COMMISSION- ENHANCEMENT OF QUANTUM OF MATERNITY LEAVE AND INTRODUCTION OF CHILD CARE LEAVE

2.10 In pursuance of the acceptance of recommendations of the Sixth Central Pay Commission, for the central civil employees, some provisions like enhancement of Maternity Leave from 135 to 180 and Child Care leave up to two years during their entire Service to women employees have been extended to the members of the All India Services.

CENTRAL SECRETARIAT SERVICES

2.11 The Central Secretariat Service Division (CS Division), know as CS Division is the cadre controlling authority in respect of the following three service:

(i) Central Secretariat Service (CSS)

(ii) Central Secretariat Service Stenographers service (CSSS)

(iii) Central Secretariat Clerical Service (CSCS)
2.12 Presently the CSS comprises of the following grades:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Classification</th>
<th>Sanctioned Strength</th>
<th>Pay Scales (Rs.) (Pay band)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Selection Grade (Director)</td>
<td>Group-‘A’ (Gazetted)</td>
<td>110</td>
<td>37,400-67, 000PB-IV</td>
</tr>
<tr>
<td>Selection Grade (Deputy Secretary)</td>
<td>Group-‘A’ (Gazetted)</td>
<td>330</td>
<td>15,600-39, 100PB-III</td>
</tr>
<tr>
<td>Grade-I (Under Secretary)</td>
<td>Group-‘A’ (Gazetted)</td>
<td>1400</td>
<td>15,600-39, 100PB-III</td>
</tr>
<tr>
<td>Section Officer’s Grade- after 4 years service</td>
<td>Group-‘B’ (Gazetted)</td>
<td>3000</td>
<td>15,600-39, 100PB-III</td>
</tr>
<tr>
<td>Section Officers- entry grade for four years</td>
<td></td>
<td></td>
<td>9,300-34,800 PB-II</td>
</tr>
<tr>
<td>Assistant’s Grade</td>
<td>Group-‘B’ (Non-Gazetted)</td>
<td>4904</td>
<td>93,00-34800 PB-II</td>
</tr>
</tbody>
</table>

**CADRE MANAGEMENT**

2.13 The first three grades viz. Director, Deputy Secretary and Under Secretary are centrally administered by the CS Division and all matters relating to the cadre are directly dealt with the CS-I Division of this Department. All the ministries/departments of the Government of India, except the Railways, External Affairs, Space, etc. who are not participating in this Service, are users of the services of these officers. The remaining grades viz. the Section Officers and Assistants are partially decentralised into 38 sub-cadres functioning for the purpose. Day to day cadre management of these two grades is done by the respective cadre units. After the restructuring of the CSS in October, 2003, it was decided by the Government to administer the grades of Section Officers and Assistants on a centralised basis as such all policy matters, such as fixation of seniority as well as Select Lists etc. are dealt with centrally by this Department in respect of these grades also. Framing/amendment to the CSS Rules, 2009 has been completed. The revised CSS Rules, 2009 have been notified on 27 February, 2009 and the exercise to frame appropriate regulations in pursuance of various provisions of the revised Rules is underway. This Division coordinates the process of filling up of the vacancies in various grades of CSS reported by the 38 sub-cadres. Accordingly, as provided under the Statutory
Rules and extant instructions, it issues zones for promotion in respect of vacancies to be filled up through Seniority Quota on the basis of seniority-cum-fitness; whereas, in respect of vacancies to be filled up through direct recruitment as well as limited departmental competitive examination(s) it reports vacancies after collecting the same from all participating ministries/departments to the recruiting agencies, namely, the UPSC and the SSC.

CADRE TRAINING PLAN AND REVIEW COMMITTEE REPORT

2.14 Under Cadre Training Plan for CSS, ISTM has been entrusted with the job of conduction training programmes for all levels of the CSS Cadre including Foundational Training for Direct Recruit Assistants. The training programmes are mandatory in nature and linked with the next promotion of the officers. The objective of in-service training programmes at various level is to develop skills and capabilities of CSS personnel, necessary for shouldering higher responsibility besides updating their knowledge about the latest concepts and practices for better governance and administration. The ISTM had started the first schedule for Cadre Training Plan in the year 2007-2008 for various levels of training programmes for CSS officers. The Officers of CSS Cadre are being nominated for these training programmes. In all, 28 in-service training programmes for CSS officers were organised during the year 2008-2009. Approximately 1075 CSS officers were trained in these programmes at various levels.

2.14.1 The ISTM had drawn up its training schedule for CSS officers based on inputs given by the CS Division for various grades for the year 2009-2010 for which nominations are being made. These training programmes have also been reviewed for enhancing their effectiveness, for which a Review Committee was set up by this Department in April, 2008. The Committee has submitted its report on the basis of feedback received from user ministries as well as previous participants. The Review Committee Report is being examined for implementation. Various suggestions contained in the report relate to the training design including foreign component, modules, duration location quality of training, services of funding of various programmes for CSS officers, strengthening of ISTM, etc.

Suitability List of Senior Selection Grade (Director)

2.15 During the year under report, CS Division did not issue any suitability list of Senior
Selection Grade (Director) beyond the year 2003, due to non-availability of vacancies.

Select List of Selection Grade (Deputy Secretary)

2.16 The Select lists of Selection Grade (Deputy Secretary) from 2003 to 2007 have been prepared during the year.

Select List of Grade-I (Under Secretary)

2.17 The Select Lists of Grade-I (Under Secretary) of the CSS had gone into arrears due to protracted litigation in various Courts in the matter of seniority. Select Lists for the years 2001 and 2002 have been issued by CS Division. Further action has been initiated to finalise the Select List for the year 2003. Due to restructuring in 2003, a large number of new posts of Under Secretaries were created and all the posts of Under Secretaries were included in the cadre of CSS. Further the size of Select List for the year 2003 is expected to be very large. In the absence of issue of Select Lists and to cater to the needs of the ministries/departments.

Civil List

2.18 Civil List of Grade-I (Under Secretary) and above of the CSS was published on 26 July, 2008 after a gap of about three years. The same is also available on the

Photograph of release of Civil List
website of this Department. The Civil List contains all the personnel information of the officers of and above the rank of Under Secretary.

**Section Officers’ Grade:**

2.19 The following development has been made in respect of Section Officer grade:-

(i) The Limited Departmental Competitive Examination for the year 2005 was held in December, 2006. The written results have been released by the UPSC in February 2009 after which appointment/posting of selected candidates would be made shortly by this Department.

(ii) During the year under report, Select List (Seniority Quota) for the year 2003 (Extended), 2004 and 2005 have been issued on 12 August, 2008. 881 officers have been promoted from Assistants’ Grade to the S.O. Grade on regular basis in the Select Lists of 2003 (Extended), 2004 and 2005 against seniority quota.

**Assistant’s Grade**

2.20 The following decisions have been taken in respect of Assistants grade:-

(i) Government had taken a policy decision that direct recruit Assistants recommended by SSC would undergo compulsory training before joining any ministry/department. Two batches of the trained Assistants numbering 217 have joined in various ministries/departments after completion of 6 months training. Two more batches of Assistants are presently undergoing training in ISTM. Fully trained, Assistants are expected to render value added service to the various ministries/departments.

(ii) Draft Supplementary Common Seniority List (SCSL) of Assistants has been issued up to the year 1998. Further, SCSL of Assistants for the years 1999 and 2000 are under preparation.

**New Initiatives**

2.21 The following initiatives have been taken in respect of CS cadre:-

(i) *Cadre Restructuring of CSS:* The Government had set up a Cadre Restructuring Committee on 16.06.2008 with the following Terms of Reference:-
(a) To assess the magnitude of stagnation in various grades of CSS. While doing so, the viewpoints of the associations and other stakeholders may be examined.

(b) To review the structure of the CSS, along with the feeder cadre, keeping in view the findings of (a) above.

(c) To suggest remedial measures—both short-term and long-terms for career progression of CSS officers, at various levels.

The Committee has since submitted its Report in November 2008, which is currently under examination/process.

(ii) Executive Record Sheet: A data base of all CSS Officer on the pattern of ER Sheet maintained for IAS Officers is under preparation by the CS Division. Information/Data in respect of all CSS officers from all ministries/department has been sought. The data base aims to prepare and maintain the ER Sheet data online for every individual CSS Officer.

(iii) Recruitment Rules of CSS: A comprehensive amendment to CSS Rules has been made by framing the CSS Rules 2009, which were notified on 27.2.09.

(iv) Annual Confidential Reports of CSS Officers: The ACRs of the Officers of the level of Grade I (Under Secretary) to Senior Selection Grade (Director) are collected and maintained in CS-I Division. Special efforts have been made to collect the ACRs of the Officers of the level of Grade I (Under Secretary) to Senior Selection Grade (Director) for preparation and finalization of pending panels of 2003 onwards. Streamlining and preparation of a computerized database on ACR availability of all CSS officers is currently underway in the CR Section of CS Division.

(v) Periodic Seminars for capacity building of CSS Officers: Two Seminar have been organized in the year under report to sensitize the CSS Officers and update their knowledge and awareness of latest issues and developments/trends. In continuation of first seminar held on 26 March, 2008 in Vigyan Bhawan on “Human Resource Management –Revisited”, second seminar was held on 26 July, 2008 in Vigyan Bhawan on “Global Warming and Climate Change –Issues and Challenges for India”. All CSS officers who attended these seminars have benefitted from these interactive Seminars which were addressed by eminent speakers on these subjects.
Photographs of Seminars held on 26 March, 2008

Photographs of Seminars held on 26 July, 2008
(vi) **Inter-active Sessions with Cadre Controlling Authorities:** As a first time initiative, it was proposed that a team of Officers of CS Division would hold inter-active sessions in different Government Office Buildings, which house several ministries/ departments. These inter-active sessions were organised to apprise the Cadres of the issues and problems faced by CS Division in cadre management of the three Central Secretariat Services. Secondly, it was also felt that this opportunity could be used to resolve the problems at the cadre level being faced by individual ministry/ department, across the board. Four inter-active sessions were held by CS Division during 8-17 January, 2008 at Shastri Bhawan, Nirman Bhawan, Shram Shakti Bhawan and North Block. These inter-active sessions have helped to disseminate information relating to important policy matters such as reporting of vacancies, maintenance of ACRs, rotational transfer policy, ad-hoc and regular promotions, preparation of data base of Central Secretariat Services, etc. All user departments appreciated this effort and requested that such inter-active sessions should be held at frequent intervals to enable them to resolve pending matters pertaining to the three Central Secretariat Services and help improve cadre management in the Central Secretariat.
CENTRAL SECRETARIAT STENOGRAPHERS’ SERVICE (CSSS)

SELECT LISTS OF THE PPS

2.23 The Select lists for the years 2003 and 2004 have been issued. Action to prepare Select lists of the years 2005 and 2006 has been initiated.

RECRUITMENT/APPOINTMENT IN STENO, GRADE ‘A’ AND ‘B’ (MERGED), GRADE ‘C’ AND GRADE ‘D’ OF CSSS

2.24 The number of candidates recruited as steno, grade ‘A’ and ‘B’ (Merged), Steno. Grade ‘C’ and ‘D’ of CSSS through the Limited Departmental Competitive Examination (LDCE) and Open Examinations in the last seven Select Lists (SL) years is given below:-

<table>
<thead>
<tr>
<th>Select List</th>
<th>Private Secretary (Steno grade ‘A’ and ‘B’ (Merged), LDCE Quota (50per cent))</th>
<th>Personal Assistant (Steno, Grade ‘C’), Open Exam Quota (25per cent)</th>
<th>Steno. Grade ‘D’</th>
<th>Bimonthly/Six-monthly Exam</th>
<th>Open Exam Quota</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>15</td>
<td>18</td>
<td>18</td>
<td>59</td>
<td>26</td>
</tr>
<tr>
<td>2001</td>
<td>13</td>
<td>16</td>
<td>13</td>
<td>28</td>
<td>16</td>
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<tr>
<td>2002</td>
<td>22</td>
<td>17</td>
<td>09</td>
<td>x</td>
<td>59</td>
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<tr>
<td>2003</td>
<td>17</td>
<td>15</td>
<td>x</td>
<td>x</td>
<td>x</td>
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<tr>
<td>2004</td>
<td>04</td>
<td>27</td>
<td>x</td>
<td>5</td>
<td>x</td>
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<tr>
<td>2005</td>
<td>90</td>
<td>113</td>
<td>X*</td>
<td>20</td>
<td>121</td>
</tr>
<tr>
<td>2006</td>
<td>^</td>
<td>88</td>
<td>X*</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2007</td>
<td>^</td>
<td>34</td>
<td>X*</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

x Examination not conducted.

* It has been decided to discontinue direct recruitment to Steno. Grade ‘C’ w.e.f 2005.

^ Examination not yet held.
CENTRAL SECRETARIAT CLERICAL SERVICE (CSCS)

2.25 The number of candidates recruited to Upper Division/Lower Division Clerk grades of the CSCS through the Open/Limited Departmental Competitive/qualifying Examinations against the vacancies in the last seven select list years, is as given below:-

<table>
<thead>
<tr>
<th>Select List Year</th>
<th>UD Grade</th>
<th>LD Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Limited Departmental Competitive Examination (25per cent)</strong></td>
<td><strong>Open Examination</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Limited Departmental Qualifying Examination</strong></td>
<td></td>
</tr>
<tr>
<td>2000</td>
<td>32</td>
<td>71</td>
</tr>
<tr>
<td>2001</td>
<td>38</td>
<td>57 (reallocated to M/O External Affairs)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>43</td>
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<tr>
<td>2002</td>
<td>34</td>
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<td></td>
<td></td>
<td>41</td>
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<tr>
<td>2003</td>
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<td>31</td>
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<tr>
<td>2004</td>
<td>115</td>
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<td></td>
<td>33</td>
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<td>2005</td>
<td>99</td>
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<td></td>
<td>42</td>
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<tr>
<td>2006</td>
<td>114</td>
<td>@</td>
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<td></td>
<td></td>
<td>$</td>
</tr>
<tr>
<td>2007</td>
<td>124</td>
<td>@</td>
</tr>
<tr>
<td></td>
<td></td>
<td>-</td>
</tr>
</tbody>
</table>

@ It has since been decided to discontinue the direct recruitment in the Lower Division grade of CSCS

$ Did not conduct due to non-availability of vacancies.

ZONES FOR PROMOTION IN DECENTRALIZED GRADES

2.26 For minimising disparities in the promotional prospects in the decentralised grades of CSS/CSSS/CSCS: Zones of promotion are reviewed and notified annually for each grade separately. Candidates within the prescribed Zones, who are found suitable for promotion but are not promoted in their own cadres for want of vacancies, are nominated to other cadres where vacancies are available for promotion.

SELECT LIST OF PS (STENO GRADE ‘A’ AND ‘B’ (MERGED))

2.27 Nominations through Central Panel for the Select List year 2005 have been made. Fixation of range of seniority for select list year 2006 has been issued.
SELECT LIST OF PA (STENO GRADE ‘C’)

2.28 Nominations through Central panel for the Select List year 2005 have been made. Fixation of range of seniority for select list year 2006 has been issued.

SELECT LIST OF UDC

2.29 Central panel for promotion of LDCs to UDCs Grade of CSCS for the select year 2006 has been issued. In addition, 113 PAs and 544 UDCs have been promoted to the next higher grade on adhoc basis during the year 2008.

*All orders relating to fixing of zones for promotions and regular/ad-hoc promotion orders and policy guidelines in respect of CSS, CSSS and CSCS are posted on the website of the Department of Personnel and Training as soon as they are issued.*

CONSTITUTION OF THE DEPARTMENTAL COUNCIL

2.30 Promotion of harmonious relations and ensuring cooperation between Government and its employees is a very important management function. Towards securing this goal, CS-IV Section of this Department is entrusted with function of Constituting of the Department Council under the scheme of Joint Consultative Machinery and Compulsory Arbitration for central government employees.

2.30.1 The process to grant recognition to Service Associations/Unions of CSS, CSSS and CSCS cadres of Central Secretariat was started in March, 2007. As a result of fresh verification process and with the approval of Hon’ble Prime Minister and MOS(PP), following six associations/Union has since been accorded recognition during the period under report:-

2. CSSS Gazetted Officers Association.
3. Central Secretariat Non Gazetted Employees Union Group.
5. Central Secretariat Stenographers Service Association.

2.30.2 The action to finalize fresh nomination of members of staff side of recognized Association/Unions is under way. On re-constitution of the Departmental Council, the 57th ordinary Meeting of the Departmental Council would be convened.
3.1 Cadre review is an important aspect of cadre management. It ensures a healthy balance between the functional requirements of an organisation and legitimate career aspirations of its officers. The thrust of such an exercise is on scientific manpower projection and recruitment planning in order to rationalise the cadre structure as also to enhance efficiency, morale and effectiveness of the service/cadre. In terms of the extant guidelines, ideal periodicity of cadre review is once every five years.

3.2 The Department of Personnel and Training, being the nodal Department for cadre review of all Group ‘A’ Central Services/Cadres, has issued various guidelines to facilitate the process. Cadre Review as a subject has been allocated to the Cadre Review Division, which also acts as the Secretariat for Cadre Review Committee constituted to review individual service/cadre. The cadre review proposals are scrutinised in this Division keeping in view the broad factors like functional requirements, stagnation at various levels, financial implications, measures for saving, organisational proficiency, etc. The proposals are then referred to the Department of Expenditure for financial concurrence and placed before the Cadre Review Committee for its approval. The Division also renders advice to the Cadre Controlling Authorities for better cadre management.

3.3 The status of Group ‘A’ Services is reviewed regularly. After first such review this year in April, all the concerned Departments were advised by the Cabinet Secretary to formulate appropriate cadre review proposals. Further, Para 1(ix) of the Government of India, Department of Expenditure Resolution No.1/1/2008-IC dated 29 August, 2008, whereby its decisions on the recommendations of 6th Central Pay Commission have been conveyed enjoins upon all the Cadre Controlling Authorities to review the services/cadres under the administrative control within a year. The Cadre Controlling Authorities have been reminded again October 2008.

3.4 There are 58 Central Group ‘A’ Services, out of which 44 services are due for cadre review this year, i.e., 2008. The cadre review proposals of five of the remaining forty four Group ‘A’ Services are already under active consideration. These are Indian
Defence Service of Engineers and Military Engineering Service (Surveyor Cadre), Military Engineering Service (Architect Cadre), Indian Inspection Service and Indian Supply Service. The progress is being monitored constantly.

3.5 The Cadre Review Division also compiles and analyses statistical information of all the Central Group ‘A’ Services. The inconsistencies, if noted during the analysis, are brought to the notice of the concerned Cadre Controlling Authority. This exercise is undertaken on a half yearly basis in January and July every year. The data as on 1 January, 2008 has already been compiled and analysed. The detailed report in this regard is also posted on this Department’s website. However, it has been decided that the next analysis would be done only after completion of cadre review of all the services envisaged in the Government’s Resolution mentioned above.
END ECHMENT OF THE QUANTUM OF MATERNITY LEAVE

4.1 Maternity Leave admissible to female Government servants has been enhanced from 135 days to 180 days with effect from the 1 September, 2008. This would enable female Government employees in nursing of their children till the age of 6 months. Further, the period of leave which can be availed of in continuation of maternity leave has also been increased to 2 years.

INTRODUCTION OF CHILD CARE LEAVE

4.2 In order to facilitate women employees to take care of their children at the time of need, Government has introduced Child Care leave with effect from 1 September, 2008. Women employees having minor children may now be granted Child Care leave for a maximum period of two years (i.e. 730 days) during their entire career for taking care of upto two children whether for rearing or to look after any of their needs like examination, sickness, etc. This leave can be availed of in more than one spell and will be admissible when the Government servant has no earned leave at her credit.

RESTORATION OF HALF PAY LEAVE FACILITY TO TEACHERS

4.3 The facility of Half Pay Leave has been restored to Teachers, Principals, Headmasters, Librarians, Laboratory Assistants and Watermen working in schools under the Central Government at par other Central Government employees under the provisions of rule 29 of CCS(Leave) Rules, 1972. This facility will help them in times of sickness, etc.

ENCASHMENT OF EARNED LEAVE ALONGWITH LTC

4.4 Encashment of earned leave upto ten days at a time and to the extent of sixty days
during entire career has been permitted while availing Leave Travel Concession (LTC) by Central Government servants. Previously, the earned leave so encashed alongwith LTC was to be deducted from the maximum amount of earned leave encashable at the time of retirement. With effect from 1 September, 2008, the earned leave encashed at the time of availing LTC will not be deducted from the maximum amount of earned leave encashable at the time of retirement.

4.4.1 The special concessions/benefits granted to Central Govt. employees working in Kashmir Valley and relief to Kashmiri migrant employees of Central Government and PSUs have extended for a further period upto 31 December, 2009.

SPECIAL CASUAL LEAVE TO DIFFERENTLY-ABLED PERSONS

4.5 The following orders in respect of casual leave to differently-abled persons were have been issued:

I. Orders were issued for grant of Special Casual Leave upto 10 days in a calendar year to enable differently-abled persons in the Government to attend Conferences/Workshops held in connection with welfare of such category of persons.

II. Orders were also issued for grant of Special Casual Leave for 4 days in a calendar year for differently-abled persons in connection with their absence from duty in view of their special requirements.

CHILDREN EDUCATION ALLOWANCE SCHEME

4.6 Children Education Allowance and Reimbursement of Tuition Fee which were hitherto payable separately have now been merged and known as ‘Children Education Allowance Scheme”. Under the Scheme, Government servants can claim Children Education Allowance of Rs. 12,000/- per child per annum for two school going children till the twelfth class. Hostel subsidy upto a maximum of Rs. 3000/- per month per child can also be reimbursed under the scheme. However, both Hostel subsidy and Children Education Allowance cannot be availed concurrently. The above limits would be automatically raised by 25per cent every time the Dearness Allowance on the pay goes up by 50per cent.
SPECIAL ALLOWANCE FOR CHILD CARE FOR WOMEN WITH DISABILITIES AND EDUCATION ALLOWANCE FOR DISABLED CHILDREN

4.7 Women Government employees with disabilities are being paid Rs. 1000/- per month as Special Allowance for child care from the time of the child’s birth till the child is two years old. Reimbursement of Children Education Allowance for disabled children of Government employees are being paid at double the normal rates prescribed for normal children, i.e. Rs. 24,000/- per child per annum.

ENHANCEMENT OF HONORARIUM PAYABLE TO GOVERNMENT SERVANTS APPOINTED AS ARBITRATOR

4.8 The honorarium payable to Government servants appointed to act as Arbitrator in disputes between the Government of India and private parties or between private parties has been enhanced to Rs. 500/- per day or Rs. 250/- per half day subject to a maximum of Rs. 10,000/- per case. For this purpose a day means more than two hours continuous work on any date and half day means work for two hours or less.

INCENTIVES FOR ACQUIRING HIGHER QUALIFICATION

4.9 In order to facilitate examination of requests for grant of incentives on acquiring higher qualification, a time limit of 6 months has been stipulated for preferring a claim from the date of acquisition of the higher qualification. Besides it has been decided to allow this incentive only to those who are likely to serve for not less than 3 years after acquisition of the higher qualification.

DEPUTATION (DUTY) ALLOWANCE

4.10 Subsequent to implementation of the recommendation of 6th CPC the rates of Deputation (Duty) Allowance has been revised w.e.f. 1 September, 2008 to 5 per cent of basic pay subject to a maximum of Rs. 2000/- p.m. within same station and at the rate of 10 per cent of basic pay subject to Rs. 4000/- p.m. in other case.

CENTRAL (DEPUTATION ON TENURE) ALLOWANCE (CDTA)

4.11 The rate of CDTA has been revised to at the rate of 10 per cent of the basic pay subject to a ceiling of Rs. 4000/-.

SPECIAL ALLOWANCE AND CASH HANDLING ALLOWANCE

4.12 The rates of Special Allowance and Cash Handling Allowance has been doubled.
PERSONNEL POLICIES

w.e.f 1 September, 2008, which will be increased by 25 per cent every time the DA on revised Pay Scale goes up by 50 per cent.

EXTENSION OF BENEFIT OF CCS (RP) RULES 2008 TO RE-EMPLOYED PERSONS

4.13 The provisions of CCS (RP) Rules, 2008 have been made applicable to persons re-employed in Govt. service after retirement and whose pay is dubitable to civil Estimates. The existing ceiling of Rs. 26000/- for drawal of pay plus gross pension on re-employment has been enhanced to Rs. 80,000/-, the maximum salary payable to the Secretary to the Government of India under Central Civil Services (Revised Pay) Rules, 2008.

4.13.1 Pay of the Chairpersons and Members of the Regulatory Authorities/Bodies has been revised consequent to the implementation of the 6th CPC recommendations.

LEAVE TRAVEL CONCESSION (LTC)

4.14 In relaxation of CCS (LTC) Rules, 1988, the Government have decided to permit Government servants to travel by air to North Eastern Region (NER) on LTC for a period of two years w.e.f. 2 May, 2008 as indicated below:-

a. Group ‘A’ and Group ‘B’ Central Government employees will be entitled to travel by Air from their place of posting or nearest airport to a city in the NER or nearest airport.

b. Other categories of employees will be entitled to travel by air to a city in the NER from Guwahati or Kolkata.

c. All Central Government employees will be allowed conversion of one block of Home Town LTC into LTC for destinations in NER.

SIXTH CPC RECOMMENDATIONS ON LTC

4.15 Consequent upon the acceptance of the recommendations of Sixth Central Pay Commission following decision have been taken regarding LTC which are effective from 1st September, 2008.

Definition of Family

4.15.1 The parents and/or step parents (stepmother and stepfather) who are wholly dependent on the Government employees shall be included in the definition of
family for the purpose of LTC, irrespective of whether they are residing with the Government employee or not.

4.15.2 The definition of dependency will be linked to the minimum family pension prescribed in Central Government and dearness relief thereon. The extant conditions in respect of other relations included in the family including married/divorced/abandoned/separated/widowed daughters shall continue without any change.

**Increase in the number of Home-Town LTC for fresh recruits**

4.15.3 Fresh recruits to Central Government are allowed to travel to their home town along with their families on three occasions in a block of four years and to any place in India on the fourth occasion. This facility shall be available to the Government officers only for the first two blocks of four years applicable after joining the Government for the first time. The blocks of 4 years shall apply with reference to the initial date of joining the Government even though the employee changes the job within Government subsequently. The existing blocks will remain the same but the entitlements of the new recruit will be different in the first eight years of service. All other provisions concerning frequency of travel under LTC are retained.

**Entitlement for LTC at par with Official Tour**

4.15.4 Travel entitlements, for the purpose of official tour/transfer or LTC, will be the same but no daily allowance shall be admissible for travel on LTC. Further, the facility shall be admissible only in respect of journeys performed in vehicles operated by the Government or any Corporation in the public sector run by the Central or State Government or a local body. Air Journey by Private Airlines will however, continue to be admissible as per instructions issued by Ministry of Finance and DOPT.

**SETTING UP OF SEARCH COMMITTEE/SEARCH-CUM-SELECTION COMMITTEE**

4.16 The DoPT in July, 2007 has issued detailed guidelines in regard to setting up of Search Committee/Search-cum-Selection Committee (for posts in Central Government and autonomous organizations respectively). The composition of Search Committee needs to be approved by DOPT in each case, if the post proposed to be filled by this procedure is in the scale of Rs.18400-22400 (pre-revised) or above. In respect of autonomous organizations/statutory bodies, entities registered
under Societies Registration Act, etc. Search-cum-Selection Committees shall be constituted by each Ministry with the approval of DOPT (a) for all appointments to the post of Chief Executives; and (b) for all appointments carrying a pay scale of Rs.18400-22400(pre-revised) and above, till the Memoranda/Articles of Association, Bye-Laws, etc. are appropriately amended.

GUIDELINES ON DEPUTATION/FOREIGN SERVICE FOR MEMBERS OF THE ORGANISED GROUP A AND THE GROUP B SERVICES OF THE CENTRAL GOVERNMENT

4.17 Detailed guidelines have been issued in February, 2008 on deputation/foreign service of Central Government officers to posts covered under Central Staffing Scheme, non-Central Staffing Scheme, ex-cadre deputation posts and posts in international organizations, autonomous bodies not controlled by the Government, etc. Detailed terms and conditions of foreign service, procedure to be followed for appointment in international Organizations, the length of ‘cooling off’ period after every period of deputation and foreign service are inter alia stipulated in these guidelines. Guidelines to regulate publications by retired officers on sensitive information were issued.

EXPENSION OF SCOPE OF PESB

4.18 During the year under review, the scope of the Public Enterprises Selection Board (PESB) was expanded by amending the Government Resolution by which candidates from State Public Undertakings and Private Sector would also be eligible to apply for Board Level positions in Central Public Sector Undertakings. During this period, the PESB Resolution was also amended to enforce restriction on the Chairman and Members of the Board to avail any employment in Central PSUs after completion of their tenure in PESB to make the selections in PESB more transparent.
5. The Training Division of the Department of Personnel and Training is the nodal agency for training of government functionaries and is primarily responsible for formulating policies with regard to the training. It also implements certain components of training directly.

OBJECTIVES OF TRAINING DIVISION

5.1 The objectives of the Training Division are as under:-
- Administering policy matters in training
- Identification of functional areas of training
- Designing and implementing training programs for officers involved in the priority development sectors
- Development of trainers and training capability

5.2 In its various activities the Training Division is guided by the National Training Policy formulated in April 1996. The ultimate goal prescribed in the National Training Policy is to attain “Training for All” which means that training would be imparted to all rungs of the Civil Services starting from the lowest and cutting-edge to the highest in policy making. Accordingly, the Department of Personnel and Training has taken up a number of programmes to address the training needs of different levels of Government employees.

MAJOR ACTIVITIES

1) In-service Training of IAS Officers
2) Mid Career Training of IAS Officers
3) Domestic Funding of Foreign Training
4) Post Graduate Programmes in Public Policy
5) Training Support
6) Intensive Training Programme
7) Augmentation of the Capacity of training institutions
8) Capacity Building related to The Right to Information Act, 2005
9) Capacity Building for Poverty Reduction (Training Component)

IN-SERVICE TRAINING PROGRAMME FOR IAS FOR THE YEAR 2008-2009

5.3 In-service training programmes for IAS officers consist of one-week training programmes on a range of subjects. A total of twenty one-week training programmes have been conducted at different National as well as the Autonomous Institutions during the year.

5.4 In addition to the above one-week training programmes, two special two-week training programmes have also been conducted on Joint Civil Military Training Programme on National Security, at LBSNAA, Mussoorie.

MID-CAREER TRAINING PROGRAMME FOR IAS OFFICERS

5.5 The Mid-Career Training (MCT) programme for IAS officers was introduced in the year 2007. The MCT programme is organised every year in three different phases viz. Phases-III, IV and V for the officers who have put in a service of 7-9 years, 14-16 years and 26-28 years respectively.

5.6 Mid-Career Training Programme is a mandatory requirement for further promotion at certain stages in an officer's career. Participation in Mid-Career Training is a necessary but not a sufficient condition for promotion.

5.7 So far two rounds of the MCT programmes have been completed during 2007 and 2008.

- 207 officers (1998, 1999, 2000 batches) have been trained in Phase III at Lal Bahadur Shastri National Academy of Administration (LBSNAA), Mussoorie by Duke Centre for International Development, Duke University, USA in collaboration with LBSNAA. The participant officers were sent to Duke University for a two-week exposure visit as a part of the programme.

- 215 officers (1991, 1995 batches) have been trained in Phase IV at LBSNAA, Mussoorie by IIM Bangalore in partnership with Maxwell School of Governance, Syracuse University, USA. The officers were sent to South Korea for a two-week exposure visit as a part of the programme.
189 officers (1979, 1980 batches) have been trained in Phase V at IIM Ahmedabad. The programme was conducted by Kennedy School of Government, Harvard University and IIM Ahmedabad.

POST GRADUATE PROGRAMMES IN PUBLIC POLICY

5.8 The programmes were envisaged to enhance the competence in public policy of Mid Career Civil Servants by (i) Broadening awareness of latest trends in policy approaches (ii) Developing technical, analytical and leadership skills for public policy (iii) Provide opportunity in specialisation (iv) Exposure to alternative system of public management in other countries. The first programme was started with the assistance of UNDP in IIM Bangalore in the year 2002-03. Consequent to the discontinuance of UNDP assistance, the Government of India has provided full funding from the 4th programme onwards and also expanded it to TERI School (2005), MDI, Gurgaon (2005) and IIM Ahmedabad (2006).

5.9 These programmes are being conducted by the Indian Institutions in collaboration with foreign universities as under.

- IIM, Bangalore –Maxwell School of Citizenship and Public Affairs, Syracuse University, USA
- TERI School—LB Johnson School of Public Affairs, University of Texas, USA and Yale University, USA
- MDI, Gurgaon –George Mason University, USA
- IIM, Ahmedabad—Georgetown Public Policy Institute, USA

The H John Heinz III School of Public Policy and Management, Carnegie Mellon University, USA, IOMBA Programme, University of Geneva

5.10 The number of officers sponsored for the above programmes is indicated below:

<table>
<thead>
<tr>
<th>Year</th>
<th>IIMB</th>
<th>IIMA</th>
<th>MDIG</th>
<th>TERI</th>
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</thead>
<tbody>
<tr>
<td>2006-07</td>
<td>28</td>
<td></td>
<td>19</td>
<td>16</td>
</tr>
<tr>
<td>2007-08</td>
<td>26</td>
<td>11</td>
<td>15</td>
<td>21</td>
</tr>
<tr>
<td>2008-09</td>
<td>28</td>
<td>20</td>
<td>22</td>
<td>12</td>
</tr>
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</table>
TRAINING SUPPORT

Thematic Training Programmes

5.11 Under this scheme of “Training for All”, support is provided to State Administrative Training Institutes by way of sponsoring training programmes conducted by these institutes, which are in the priority areas of the Central Government. The Training Programmes conducted by the State ATIs are designed to develop management skills and knowledge in different areas for senior and middle level officers of State Governments./State Public Sector Undertakings and State autonomous bodies. These training courses are also meant to sensitize the officers to new and important issues facing our society. These programmes are conducted in the apex Training Institutes of the States. Apart from ATIs such programmes are now also being conducted at District and Sub District Centres. These programmes cover a large variety of subjects under broad thematic groups. During the year 2008-09, about 850 such short-term courses are being sponsored through various State Administrative Training Institutes and other training centers on subjects such as Ethics in Administration, Disaster Management, Right to Information, Gender Issues, Decentralized Planning, Financial Management, e-Governance, etc. At the completion of each programme, a Course Director’s report is furnished by the institute, which is analysed and appropriate feedback provided by the Training Division to the institute. With a view to ensuring that the quality of the programme is maintained by outsourcing of the faculty wherever required, and that the institutes do not face a financial constraint on account of increasing costs over the years, the rates of course fees are reviewed periodically and enhanced appropriately.

Yearwise Attendance under State Category Programmes

<table>
<thead>
<tr>
<th>Year</th>
<th>Attended</th>
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<tbody>
<tr>
<td>00-01</td>
<td>6685</td>
</tr>
<tr>
<td>01-02</td>
<td>7195</td>
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<td>02-03</td>
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<td>06-07</td>
<td>12825</td>
</tr>
<tr>
<td>07-08</td>
<td>13125</td>
</tr>
</tbody>
</table>
5.12 Recognising the importance of trainers in the training function, the Training Division started the Trainer Development Programme in the early 1990s. Initially faculty members of various training institutions were developed as Master Trainers and Recognised Users of various training of trainers (ToT) packages in collaboration with the Thames Valley University of U.K. Over a period of time, indigenous mechanisms were evolved for developing a cadre of professional trainers and resource persons in the country to create a cascading and multiplier effect. The programme has gone a long way in embedding the Systematic Approach to Training (SAT) into the process of designing and imparting effective training to government officials.
5.12.1 Currently, the following ToT programmes are sponsored under Trainer Development Programme at various training institutions across the country:-

- Training Needs Analysis (TNA)
- Design of Training (DOT)
- Direct Trainer Skills (DTS)
- Evaluation of Training (EoT)
- Management of Training (MoT)
- Experiential Learning Tools (ELT – earlier known as DTSII)
- Mentoring Skills
  Facilitation Skills

5.12.2 Some other courses like Distance Learning Methodology (DLM) and E-Governance Workshop are also being sponsored. During 2008-09, around 181 courses on various packages have been sponsored.
5.12.3 The Department has developed a pool of around 50 Master Trainers and 200 Recognized Users in different packages who are called upon to conduct these courses.
FACULTY DEVELOPMENT SCHEME

5.13 A Scheme of Faculty Development was introduced in the year 2003, in which the trainer /faculty are provided with an opportunity to undergo short term training programmes in institutions of excellence within the country to hone and upgrade their knowledge and skills and to keep abreast of the various changes in the field of their specialisation by deputing them at suitable intervals to centres of excellence in such areas. The Scheme has been appreciated by both the trainers and the training institutions. The Scheme covers the trainers developed by this Department under Trainer Development Programme as well as faculty members working in the State Administrative Training Institutions and Central Training Institutions.

INTENSIVE TRAINING PROGRAMME

5.14 Intensive training programmes for frontline Government functionaries have been initiated during the 2008-09. This is based on the robust intensive district training models developed through externally aided projects. The focus of this programme is on demand-driven training of frontline personnel in close coordination with line Departments being executed by the State Administrative Training Institute.

AUGMENTATION OF CAPACITY OF TRAINING INSTITUTES

5.15 Support for hardware, software, courseware, training aids kits, case studies, library, publications, training films and miscellaneous training related expenditure is provided under this component.

OTHER TRAINING PROGRAMMES

5.16 The thirty fourth Advanced Professional Programme in Public Administration (APPPA) was being conducted by the Indian Institute of Public Administration (IIPA), New Delhi from July 2008 to March 2009. The nine month post-graduate programme is meant for senior officers with 10 years of service in Group ‘A’. It aims at providing an understanding of the socio-economic environment and of the tools and techniques that are useful in meeting the challenges of development administration. It also seeks to develop in the participants interpersonal skills and sensitiveness to the people’s needs with a view to making administration more responsive.

5.17 Two one-week orientation programmes were sponsored for Deputy Secretaries/ Directors who joined the central government under the Central Staffing Scheme.
The programmes, conducted at the Institute of Secretariat Training and Management (ISTM) focus on policy formulation skills, parliamentary procedure, formulation of proposals and budgeting and financial management.

SPECIAL PROGRAMME

Capacity Building of officers of N.E. Region

5.18 As the development of the North Eastern Region is a priority area of the Central Government, the Department of Personnel and Training has been organising special capacity building programmes for the officers of the North Eastern Region. The basic objective of these training programmes is to build capacity for project management, personality development and sensitisation to national issues and development issues. During the year 2008-09 special programmes have been organised for Mizoram Civil Service Officers, Assam Civil Service Officers, Nagaland Civil Service Officers and Manipur Civil service Officers.

EXTERNALLY AIDED TRAINING PROJECTS

UNDP project on Capacity Building for access to information

5.19 The Training Division is currently executing a UNDP funded project on Capacity Building for Access to Information. Among other activities, the project envisages
capacity building by preparing training modules, Training of Trainers at national, state and district levels, including research, documentation and dissemination for effective implementation of the Right to Information Act 2005. The project is being implemented across the country in collaboration with the respective ATIs.

DFID PROJECT: CAPACITY BUILDING FOR POVERTY REDUCTION (TRAINING COMPONENT)

5.20 The DFID project on Capacity Building for Poverty Reduction is being implemented by the Department of Administrative Reforms and Public Grievances. One of the initiatives relating to capacity building through training for improved service delivery is being implemented by the Training Division, Department of Personnel and Training. The project aims at enhancing the capacity to deliver effective citizen services by ensuring that all those engaged in service delivery in a specific sector and geographically area are suitably trained.

5.20.1 The project consists of pilots in select districts and sectors in the first year. Based on the experience of the pilot projects replicable and scaleable models have been developed for imparting large-scale training in an effective manner. The lessons learnt and the achievements made so far have been documented and released in the phase-II report of the project released on 21 June 2008 held at the Uttarakhand Academy of Administration, Nainital.

Participants of the national workshop held at UAA Nainital
5.20.2 In the current year, the project has been extended to all the remaining States and hence all the States in the country are now implementing the project activities through their respective State Administrative Training Institutes. On 26 September, 2008 a regional workshop of the project was convened at the State Institute of Public Administration and Rural Development, Agartala.

DOMESTIC FUNDING OF FOREIGN TRAINING

5.21 Department of Personnel and Training has been nominating officers for training programmes abroad. In the past, these programmes were funded by bilateral or multilateral assistance. However, over the years, such assistance has come down. Keeping in view the importance and benefits of providing international exposure to the officers, a scheme of Domestic Funding of Foreign Training (DFFT) was started in 2001. This covers both long term and short-term training in various universities/institutes in several countries. A scheme of “partial funding of foreign study” has also been started since 2002-03 as another component of the scheme of DFFT.

5.21.1 During the current financial year i.e. 2008-09, 45 officers (including 9 lady officers) have been deputed for long term foreign training programmes. As regards short
term foreign training programmes, 173 officers (including 26 lady officers) have participated in various programme during 2008-09. During the current financial year, the cases of 28 officers (including 5 lady officers) were approved of Partial Funding assistance to pursue foreign study under the Partial Funding component of the DFFT Scheme.
6.1 The Administrative Vigilance Division of the Department of Personnel and Training is the nodal agency in the field of Vigilance and Anti-corruption. Its main tasks, inter-alia, are to oversee and provide necessary directions to the Government's programme of maintenance of discipline and eradication of corruption from the public service. In order to step up efforts in this regard, the three-pronged strategy of prevention, surveillance and detection as well as deterrent and punitive action continued to be followed during the current year also. The implementation of the Anti-corruption Action Plan of each of the ministry/department has been monitored through quarterly reports. Emphasis continued to be laid on preventive vigilance that might involve appropriate changes in the existing rules/regulations/procedures in selected areas.

CHIEF VIGILANCE OFFICER

6.2 The AVD has been responsible for the appointment of Chief Vigilance Officers (CVOs) in Central Public Sector Undertakings. It also deals with the matters relating to extension of tenure of the CVOs, their pre-mature repatriation and debarment of officers who fail to take up their assignments as CVO consequent upon their selection. During the financial year 2008-09, 22 panels were sent to various Ministries/Departments for finalizing selection of appointment of CVO in PSUs under their respective administrative control. Out of these, 15 officers have been appointed as CVOs. During the period, 13 CVOs have been granted extension of tenure. Two officers have been debarred from central deputation for not joining the post after their selection.

CENTRAL VIGILANCE COMMISSION:

6.3 The Central Vigilance Commission (CVC) was originally set up by a Resolution of the Government dated 11 February 1964. It advises the central government on all vigilance matters. The Government has accorded statutory status to the Central Vigilance Commission by the Central Vigilance Commission Act, 2003 (No.45 of 2003), notified in the Gazette of India Extraordinary on 12 September, 2003.
6.3.1 In exercise of the powers conferred by clause(b) of sub-section (2) of Section 8 of the Central Vigilance Commission Act, 2003 (45 of 2003), the Government has notified, vide Notification No.418/2/2004 dated 12 September, 2007, the level of officers of the corporations established by or under any central act, the government companies, societies and other local authorities owned or controlled by the central government for the purpose of clause (D) of sub section (1) of Section 8 of the Act.

6.3.2 In exercise of the powers conferred by Section 20 of the Central Vigilance Commission Act, 2003 (45 of 2003) and in supersession of the Central Vigilance Commission (Staff) Rules, 1964, the Government has notified the Central Vigilance Commission (Staff) Rules, 2007, vide Notification No.418/4/2003-AVD-IV dated 8 November, 2007.

6.3.3 Department of Personnel and Training also handles all policy and administrative matter pertaining to the Central Vigilance Commission and is responsible for laying Annual Report of the Central Vigilance Commission before each House of Parliament. The Annual Report of the Central Vigilance Commission for the year 2007 has been laid on the Table of both the Houses in December 2008.

6.3.4 As per the annual report of the CVC, major penalty was awarded in 3526 cases and minor penalties in 4770 cases. As against 3526 cases, major penalties viz dismissal, removal and compulsory retirement from service were imposed on 827 officers from various organizations. In pursuance of the Commission’s advice, the competent authorities in various organization issued sanction for prosecution against 192 public servants. The percentage of the cases where punishments were awarded, to the number of cases received in the Commission, worked out to more then 55per cent.

6.3.5 The Central Vigilance Commission in its endeavor to fulfil its obligations as an agency to ensure transparency and accountability in Public Administration has been emphasizing the use of technology. The Commission has given directions to all government organizations, making it compulsory for them to provide detailed information regarding the rules and procedures governing issue of licenses, permission etc. on their websites. All the application forms and proformas should be made available on the websites in a downloadable form. The Commission has also reiterated its instructions to all organizations to post a summary of all awarded
contracts/purchases on their websites. The Commission has set up a separate confidential cell as the designated agency under the Public Interest Disclosure Protection of Informers Resolution known as the Whistle Blowers Resolution for dealing with complaints while duly protecting the identity of the complainant.

6.3.6 Ensuring transparency, equity and competitiveness in public procurement has been a major concern of the Central Vigilance Commission. Leveraging technology specifically wider use of the websites for disseminating information of tenders filing and defining the pre-qualification criteria and other terms and conditions of the tender are some of the steps recently taken to bring about greater transparency and competition in the procurement/award of tender. The Commission has recommended the Integrity Pact concept for its adoption and implementation in respect of major procurement of the government organizations. The Commission will approve the names of independent External Monitors. The Commission has advised that an appropriate provision should be made in the contract so that the Integrity Pact is deemed as part of the Contract in order to ensure that the parties are bound by the recommendations of the Independent External Monitors, in case any complaint relating to the contract, is found substantiated.

DISAGREEMENT BETWEEN THE DISCIPLINARY AUTHORITY, CVC AND UPSC

6.4 With a view to bringing about greater uniformity in existing disciplinary cases on behalf of the President, the advice tendered by the Central Vigilance Commission and taking decision thereon, this Department is consulted by the ministries/departments, before they finally decided to differ from/not to accept any recommendation of the Central Vigilance Commission in those cases, which relate to Gazetted Officers for whom the appointing authority is the President. Similarly, disciplinary cases where Central Vigilance Commission advises major penalty and the UPSC favours a minor penalty or recommends exoneration, before the Disciplinary Authority takes a final view, the matter shall be referred to this Department who shall then process it as a Central Vigilance Commission/UPSC disagreement, as the case may be. This Division disposed of 49 such cases involving disagreement between Central Vigilance Commission and the Disciplinary Authority and disagreement between Central Vigilance Commission and the UPSC during the year 2008.
6.5 The Vigilance Division of the Department of Personnel and Training is responsible for examination of disciplinary cases in respect of IAS officers working under the Central Government and officers (Group I and above) of the Central Secretariat Service (CSS). The Division also processes cases referred by the state governments and ministries / departments under Government of India on the following issues:

- Proposals from States to impose major penalty of dismissal / removal / compulsory retirement on members of Indian Administrative Service
- Proposals from State seeking permission under the AIS (DCRB) Rules to initiate action against retired members of IAS
- Proposals from State for imposing penalty of cut in pension
- Proposal to initiate disciplinary proceedings/suspension of IAS officers working under the Government of India
- Appeals against suspension submitted by IAS officers serving in the States
- Requests for sanction for prosecution under the Prevention of Corruption Act, 1988 against the above categories of officers
- Providing advice / clarification to the State Governments / Departments on the procedural aspects of disciplinary proceedings
- Providing information regarding vigilance status of IAS and CSS (Gr. I and above) officers at the time of their empanelment/promotion/posting etc. To facilitate this function a Computerised Vigilance Information System has been operationalised with a central data base and facility can be accessed by the concerned requisitioning Divisions of this Department.

6.5.1 During the period with effect from 01 April, 2008 to 31 March, 2009, a total number of 97 complaints (IAS 95, CSS 2) were disposed off. Final orders in disciplinary proceedings were issued in 18 cases (IAS 9, CSS9). Request of CBI and State Investigation Agencies for grant of sanction for prosecution under Prevention of Corruption Act, 1988 were decided in 9 cases (all IAS) and orders issued. In one cases, decision of the Central Government on a proposal of the State Government
seeking permission to initiate disciplinary proceedings against retired IAS officers under the provisions of AIS (DCRB) Rules, was conveyed to the State Government.

UNITED NATIONS CONVENTION AGAINST CORRUPTION

6.6 This Division has been actively involved in formulating Government’s stand in the United Nations Convention against Corruption. Government of India had been represented by an Inter-Ministerial Delegation in the negotiations held at Vienna, Austria. The negotiations have been successfully completed after Seven Sessions and led to the finalisation of the United Nations Convention against Corruption. India has signed the United Nations Convention against Corruption on 9 December, 2005 and the process of consultation with concerned Ministries/Departments as also the action for aligning domestic legislation to the requirement of the UNCAC has commenced.

6.6.1 The Convention prescribes a series of measures within the Fundamental Principles of the individual legal Systems for prevention of corruption which inter alia include constitution of preventive anti corruption bodies; ensuring transparency in public administration with appropriate systems for recruitment etc of civil servants and a specific code of conduct for public officials.
7. The Government has taken several steps for the upliftment and welfare of the Scheduled Castes, the Scheduled Tribes, the Other Backward Classes and the Persons with Disabilities. One of such steps is to give them reservation in services under the State. The ex-servicemen are also getting reservation in services.

**RESERVATION FOR SCS, STS AND OBCS**

**Constitutional Provisions**

7.1 Clause (4) of Article 16 of the Constitution of India enables the State to make provision for the reservation of appointments or posts in favour of any backward class of citizens which, in the opinion of the State, is not adequately represented in the services under the State. Clause (4A) of the same article enables the State to provide reservation for the members of the Scheduled Castes (SCs) and Scheduled Tribes (STs) in the matter of promotion. Article 335 declares that the claims of the members of the Scheduled Castes and the Scheduled Tribes shall be taken into consideration, consistently with the maintenance of efficiency of administration in the making of appointments to services and posts in connection with the affairs of the Union or of a State. Proviso to the said article empowers the State to make any provision in favour of the members of the Scheduled Castes and Scheduled Tribes for relaxation in qualifying marks in any examination or lowering the standards of evaluation, for reservation in matters of promotion to any class or classes of services or posts in connection with the affairs of the Union or of a State. Armed with the powers given by these provisions of the Constitution, the Government has issued various instructions providing for reservation in services for the members of the Scheduled Castes (SCs), the Scheduled Tribes (STs) and the Other Backward Classes (OBCs).

**Reservation In Direct Recruitment**

7.1.1 Reservation for SCs, STs and OBCs is available in all groups of posts in case of direct recruitment. While in case of direct recruitment on all India basis by open competition, reservation for SCs, STs and OBCs is respectively 15 per cent, 7.5 per cent and 27 per cent, in case of direct recruitment on all India basis. In others by
open competition it is 16.66per cent, 7.5per cent and 25.84per cent respectively. In case of direct recruitment to Groups ‘C’ and ‘D’ posts normally attracting candidates from a locality or a region, percentage of reservation for SCs and STs is generally fixed in proportion to the population of SCs and STs in the respective states/union territories and reservation for OBCs in such cases is so fixed that it is not more than 27per cent and total reservation for SCs, STs and OBCs does not exceed the limit of 50per cent.

Reservation In Promotion

7.1.2 Reservation in promotion by non-selection method is available to SCs and STs in all groups of services viz. ‘A’, ‘B’, ‘C’ and ‘D’ at the rate of 15 per cent and 7.5 per cent respectively. In case of promotion by selection method, SCs and STs get the benefit of reservation upto the lowest rung of Group ‘A’ and quantum of reservation for them in such case is the same as in the case of promotion by non-selection. In case of promotion, there is no provision of reservation for OBCs. In promotion by selection to posts within Group ‘A’ which carry an ultimate salary of Rs.18,300/- or less (in pre-revised pay scale), there is no reservation, but the SC/ST officers who are senior enough in the zone of consideration for promotion so as to be within the number of vacancies for which the select list is to be drawn up, are included in that list provided they are not considered unfit for promotion.

REPRESENTATION OF SCS, STS AND OBCS

7.2 Representation of SCs, STs and OBCs in the Central Government Services as on 1 January, 2006 is given at Appendix-I. Representation of OBCs in services, as per information received from various ministries/departments is quite low. It is so because reservation for them started only in 1993. The information also does not appear to include such members of the Other Backward Communities who were appointed prior to introduction of reservation for them or who fall within the creamy layer. It is expected that as a result of introduction of reservation for OBCs, their representation in services would also increase in due course of time.

7.2.1 In the recent year, almost all the vacancies reserved for SCs, STs and OBCs in the All India Services and other central services to which recruitment is made through the Civil Services Examination have been filled by the candidates of respective categories. Vacancies reserved and filled in Indian Administrative Service, Indian
RESERVATION IN THE CENTRAL GOVERNMENT SERVICES

Foreign Service and Indian Police Service in the year of Examination 2007 are given in Appendix-II.

RELAXATIONS AND CONCESSIONS

7.3 Various relaxations and concessions are given to SC and ST candidates so as to improve their representation in Services. For instance relaxation is given to them in the upper age limit. Unlimited number of chances are given to within the relaxed age limit prescribed for appearing in the competitive examinations, exemption from payment of examination fee and relaxation in standards of suitability. Likewise, the OBC candidates also get concessions like relaxations in the upper age limit upto three years, relaxation in number of chances upto seven within the relaxed age limit for appearing in the Civil Services Examination, etc. The SC/ST/OBC candidates appointed on their own merit are adjusted against unreserved vacancies. To ensure that posts reserved for SCs, STs and OBCs are filled by candidates belonging to these categories of persons only, there is a ban on dereservation of vacancies in case of direct recruitment.

IMPLEMENTATION OF RESERVATION

7.4 Quantum of reservation for the SCs, STs and OBCs in any grade/cadre is determined on the basis of number of posts in the grade/cadre. However, in small cadres having less than 14 posts, where it is not possible to give reservation to all the three categories on the basis of this principle, reservation is provided by rotation by way of L-Shaped 14-Point rosters prescribed by the Department of Personnel and Training Office Memorandum No.36012/2/96-Estt.(Res.) dated 2 July, 1997. While determining reservation, it is ensured that total number of reserved posts for SCs, STs and OBCs in any cadre does not exceed 50 per cent of the total number of posts in the cadre. At the same time, total number of vacancies earmarked reserved in a year in any cadre of should not be more than 50 per cent of the total vacancies of the year. However, the backlog reserved vacancies are treated as a separate and distinct group, on which limit of 50 per cent does not apply.

LIAISON OFFICERS

7.5 In each Ministry/Department, the Deputy Secretary in-charge of administration or any other officer at least of the rank of Deputy Secretary is appointed to act as Liaison Officer in respect of matters relating to the representation of SCs and STs
in all establishments and Services under the administrative control of the Ministry/Department. He is inter alia responsible for ensuring due compliance, by the subordinate appointing authorities, of the orders and instructions pertaining to the reservation of vacancies in favour of SC and ST and other benefits admissible to them. Each Ministry/Department is supposed to have a Cell within the Ministry/Department under the direct control of the Liaison Officer to assist him to discharge his duties effectively. In offices under the control of Head of Department also, a Liaison Officer is nominated for work relating to representation of Scheduled Castes and Scheduled Tribes. The duties of Liaison Officers for offices under such Heads of Departments are similar to those of Liaison Officer of the Ministry/Department in respect of offices under their charge. Orders were issued on 6 March, 1997 for appointment of separate Liaison Officers in each Ministry/Department for looking into the matters concerning reservation for Other Backward Classes.

APPLICABILITY TO PUBLIC SECTOR UNDERTAKINGS ETC.

7.6 Instructions issued by Government of India about reservation are mutatis mutandis followed by the public sector undertakings, financial institutions including the public sector banks. The autonomous bodies such as statutory and semi-government bodies also make reservations on the same lines in their services. Instructions exist to the effect that a clause providing for reservation should be included in terms and conditions while giving grant to the voluntary agencies employing more than 20 persons on regular basis and meeting atleast 50 per cent of their recurring expenditure from grants-in-aid from Central Government.

LEGISLATION ON RESERVATION

7.7 The National Common Minimum Programme of the Government provides that a reservation Act be enacted. To fulfil the commitment, the Government had introduced a Bill in the Rajya Sabha, namely, the Scheduled Castes, Scheduled Tribes and Other Backward Classes (Reservation in Posts and Services) Bill, 2004. The Chairman referred the Bill to the Department Related Standing Committee on Personnel, Public Grievances, Law and Justice which has submitted its report. A Group of Ministers was constituted to consider the report/ recommendations of the Committee. The Group of Ministers, inter alia, decided that there should be two separate Bills – one for the Scheduled Castes and Scheduled Tribes and another
for the Other Backward Classes. Accordingly, the Government has withdrawn the said Bill and introduced another Bill, namely, the Scheduled Castes and the Scheduled Tribes (Reservation in Posts and Services) Bill, 2008. The Rajya Sabha has passed that Bill on 23 December, 2008. It is yet to be considered by the Lok Sabha. A Reservation Bill for the Other Backward Classes is under examination.

REPRESENTATION OF SC/ST/OBC ON SELECTION BOARDS

7.8 Instructions exist that the Ministries/Departments etc should endeavour to nominate to the maximum extent possible, a SC/ST officer on the Selection Boards, Departmental Promotion Committees constituted for various posts/services under them. Particularly, where a Selection Board or Departmental Promotion Committee has to make bulk selection for a large number of vacancies say for 30 or more at a time, no effort should be spared in finding a Scheduled Caste or Scheduled Tribe officer for inclusion in the Selection Board/Departmental Promotion Committee.

7.8.1 Wherever a Selection Committee/Board exists or has to be constituted for making recruitment to 10 or more vacancies in Group ‘C’ or Group ‘D’ posts/services, it is mandatory to have one member belonging to SC/ST/OBC and one member belonging to minority community in such Committees/Boards. One of the members of the Selection Committee/Boards, whether from the general category or from the minority community or from SC/ST/OBC, should be a lady failing which a lady member should be co-opted on the Committee/Board. It is also to be ensured that where the number of vacancies against which selection is to be made is less than 10, no effort should be spared in finding a SC/ST/OBC Officer, a Minority Community officer and a lady officer for inclusion in such Committees/Boards.

SPECIAL RECRUITMENT DRIVES

7.9 In order to protect the interests of SC/ST/OBC communities and to ensure that the posts reserved for them are filled up only by candidates belonging to these categories it has been decided that where sufficient number of candidates belonging to these categories are not available to fill up the vacancies reserved in direct recruitment for them, the vacancies would not be filled. Such vacancies are carried forward to the subsequent recruitment year as backlog reserved vacancies. Some reserved vacancies of SCs and STs in promotion are also not filled and carried forward as backlog vacancies. A Special Recruitment Drive was launched in 2004 to fill up all
the backlog reserved vacancies of SCs and STs, both in direct recruitment quota and promotion quota. More than 60,000 backlog vacancies were filled up during the Drive.

7.9.1 A Special Recruitment Drive to fill up the backlog reserved vacancies of OBCs could not be launched in 2004 because there was no provision of treating their backlog reserved vacancies at that time and limit of 50 per cent reservation was applied to such vacancies. The Government in July, 2008 decided to treat the backlog reserved vacancies of OBCs as a separate and distinct group on which the ceiling of 50 per cent would not apply. Following this, the Government has launched a fresh Special Recruitment Drive in November, 2008 to fill up the backlog reserved vacancies of SCs, STs and OBCs.

RESERVATION FOR PERSONS WITH DISABILITIES

Statutory Provision

7.10 Section 33 of the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995 (PWD Act) provides that every appropriate Government shall appoint in every establishment such percentage of vacancies not less than three per cent for persons or class of persons with disability of which one per cent each shall be reserved for persons suffering from (i) blindness or low vision, (ii) hearing impairment and (iii) locomotor disability or cerebral palsy; in the posts identified for each disability. Section 32 of the Act requires the Government to identify posts in establishments which can be reserved for the persons with disability.

Historical Background

7.10.1 The PWD Act has come into force only in 1996. However, it was much before in November, 1977 that reservation for persons with disabilities was introduced in case of direct recruitment to Groups ‘C’ and ‘D’ posts. It was extended to the cases of promotion to Group ‘C’ and ‘D’ posts in 1989. With the enactment of the Act, reservation for persons with disabilities was made applicable in identified Group ‘A’ and ‘B’ posts also in case of direct recruitment.

Present Position

7.10.2 With a view to streamlining the procedure of reservation for persons with disabilities, the Department of Personnel and Training issued consolidated instructions on the
subject in December, 2005. As per these instructions, reservation for persons with
disability is now available in all Groups of posts in case of direct recruitment. In
case of promotion it is available when promotions are made within Group ‘D’, from
Group ‘D’ to Group ‘C’ and within Group ‘C’ identified posts. As provided in the Act,
the benefit of reservation goes to persons suffering from (i) blindness or low vision,
(ii) hearing impairment and (iii) locomotor disability or cerebral palsy, each category
being entitled to 1 per cent reservation. The cases of orthopaedically handicapped
persons are covered under the category of locomotor disability or cerebral palsy.

Relaxations and Concessions

7.10.3 Various concessions are given to persons with disabilities like upper age limit for
persons with disabilities is relaxable (a) by ten year (15 years for SCs/STs and 13
years for OBCs) in case of direct recruitment to Group ‘C’ and Group ‘D’ posts; (b)
by 5 years (10 years for SCs/STs and 8 years for OBCs) in case of direct recruitment
to Group ‘A’ and Group ‘B’ posts where recruitment is made otherwise than through
open competitive examination; and (c) by 10 years (15 years for SCs/STs and 13
years for OBCs) in case of direct recruitment to Group ‘A’ and Group ‘B’ posts
through open competitive examination. The relaxation in age limit is given to them
irrespective of the fact whether the post is reserved or not, provided the post is
identified suitable for persons with disabilities. Apart from age relaxation, they also
get exemption from payment of application fee and examination fee and relaxation
in standards of suitability.

Special Recruitment Drive

7.10.4 If any vacancy reserved for any category of disability cannot be filled by a person
with disability due to non-availability of a suitable person with that disability or for
any other sufficient reason such vacancy is not filled and is carried forward as a
‘backlog reserved vacancy’ to the subsequent recruitment year. In the subsequent
recruitment year, the ‘backlog reserved vacancy’ is treated as reserved for the
category of disability for which it was kept reserved in the initial year of recruitment
and filled as such. However, if a suitable person with that disability is not available
in the subsequent recruitment also, it may be filled by interchange among the three
categories of disabilities, failing which by appointment of a person other than a
person with disability. Thus if a vacancy is earmarked reserved for any category of
disability and a suitable person with that disability is not available to fill it up in the initial year of recruitment, it becomes a ‘backlog reserved vacancy’ for the first subsequent recruitment year. There may be some vacancies which were earmarked reserved for the persons with disability but are still unfilled. A Special Recruitment Drive for filling up all such backlog reserved vacancies has been launched in December, 2008.

RESERVATION FOR EX-SERVICEMEN

7.11 Reservation for ex-servicemen was initially introduced for a period of two years in 1966. This was extended from time to time and is now available in terms of the Ex-servicemen (Re-employment in Central Civil Services and Posts) Rules, 1979. As per these Rules, ten per cent of the vacancies in the posts of the level of Assistant Commandant in para-military forces, ten per cent of the vacancies in Group ‘C’ services and posts, and 20 per cent of the vacancies in Group ‘D’ services and posts are reserved for ex-servicemen subject to certain conditions. Ex-servicemen are entitled to get age relaxation for appointment to any vacancy in Central civil services or posts, whether reserved or not. Ex-servicemen who have already secured employment under the Central Government are entitled to the benefit of age relaxation as prescribed for securing another employment in a higher grade or cadre under the Central Government. There are some provisions regarding relaxation/exemption of educational qualifications for the ex-servicemen. The DG (Resettlement), Ministry of Defence monitors the implementation of these orders in the Central Government Agencies.

Horizontal and Vertical Reservation

7.11.1 Reservation for ex-servicemen and physically handicapped persons is termed as “horizontal” reservation and reservation for SCs, STs and OBCs is termed as “vertical” reservation. Guidelines exist explaining how the “horizontal” reservation is to be adjusted against the “vertical” reservation.
## Representation of SCs, STs and OBCs in the Central Government Services as on 1 January, 2006

<table>
<thead>
<tr>
<th>GROUP</th>
<th>TOTAL</th>
<th>SCs</th>
<th>%</th>
<th>STs</th>
<th>%</th>
<th>OBCs</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>110560</td>
<td>14345</td>
<td>13.0</td>
<td>4189</td>
<td>3.8</td>
<td>5940</td>
<td>5.4</td>
</tr>
<tr>
<td>B</td>
<td>135747</td>
<td>19655</td>
<td>14.5</td>
<td>7092</td>
<td>5.2</td>
<td>5713</td>
<td>4.2</td>
</tr>
<tr>
<td>C</td>
<td>203092</td>
<td>332604</td>
<td>16.4</td>
<td>139711</td>
<td>6.9</td>
<td>129867</td>
<td>6.4</td>
</tr>
<tr>
<td>D(Excluding Sweepers)</td>
<td>805059</td>
<td>147269</td>
<td>18.3</td>
<td>56554</td>
<td>7.0</td>
<td>41364</td>
<td>5.1</td>
</tr>
<tr>
<td>Sweepers</td>
<td>82273</td>
<td>48836</td>
<td>59.4</td>
<td>4492</td>
<td>5.5</td>
<td>1519</td>
<td>1.8</td>
</tr>
<tr>
<td>Total(ExcludingSweepers)</td>
<td>3082289</td>
<td>513873</td>
<td>16.67</td>
<td>207546</td>
<td>6.73</td>
<td>182884</td>
<td>5.93</td>
</tr>
<tr>
<td>Total(IncludingSweepers)</td>
<td>3164562</td>
<td>562709</td>
<td>17.78</td>
<td>212038</td>
<td>6.70</td>
<td>184403</td>
<td>5.83</td>
</tr>
</tbody>
</table>

**Note:** It does not include information in respect of two Ministries.
## Vacancies Earmarked Reserved and Filled in Indian Administrative Service, Indian Foreign Service and Indian Police Service on the Basis of Civil Services Examination – 2007

<table>
<thead>
<tr>
<th>Services</th>
<th>Unreserved Vacancies earmarked unreserved</th>
<th>Scheduled Castes Vacancies earmarked reserved for SCs</th>
<th>Vacancies filled by SCs by reservation</th>
<th>Scheduled Tribes Vacancies earmarked reserved for STs</th>
<th>Vacancies filled by STs by reservation</th>
<th>Other Backward Classes Vacancies earmarked reserved for OBCs</th>
<th>Vacancies filled by OBCs by reservation</th>
</tr>
</thead>
<tbody>
<tr>
<td>I.A.S</td>
<td>56</td>
<td>18</td>
<td>18</td>
<td>9</td>
<td>9</td>
<td>28</td>
<td>28</td>
</tr>
<tr>
<td>I.F.S.</td>
<td>10</td>
<td>4</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>I.P.S.</td>
<td>51</td>
<td>17</td>
<td>17</td>
<td>6</td>
<td>6</td>
<td>29</td>
<td>29</td>
</tr>
</tbody>
</table>
8. The Central Government is the largest single employer in the country and bears the major responsibility for looking after the welfare of a large number of employees spread all over the country. Realizing that improvement in the working and living conditions of the employees and their families leads to efficiency and high morale, the Department of Personnel and Training (DoPT) supports various staff welfare measures. A brief account of various welfare measures dealt with by Welfare Division is given below:

**WELFARE MEASURES**

**Residents’ Welfare Association**

8.1 In order to foster a spirit of mutual help and goodwill among residents of government colonies and to promote social, cultural and recreational activities, the Residents Welfare Associations which have adopted the Model Constitution prescribed by DOPT have been recognized in Delhi/New Delhi and other parts of the country. At present, there are 66 recognized Associations. The members of the Managing Committees of these Associations are elected every two years under the provisions of a Model Constitution framed by the Department of Personnel and Training. This Department sanctions grants-in-aid only to recognized associations, subject to a maximum of Rs.4500/-per annum for an association.

**Area Welfare Officers**

8.1.1 The Area Welfare Officers (AWOs) are nominated in residential colonies having a large number of Central Government employees. The AWOs serve as a link between the Government and residents in matters relating to the welfare of Government employees living in various colonies. They also work as field officers in coordinating and maintaining liaison with various agencies of Government such as CPWD, CGHS, Police etc. Applications are invited from gazetted officers working in various Ministries/Departments for being nominated as Area Welfare Officer for a period of two years. Officers desirous of being nominated as AWOs on voluntary and honorary basis, are required to apply through their respective Ministries/Departments.
8.1.2 The Central Government Employees Welfare Coordination Committees (CGEWCCs) have been formed outside Delhi, at places where there are at least five Central Government offices and the total number of Central Government employees is not less than 1000. These Committees are responsible for coordinating the welfare activities of the Central Government employees serving within their jurisdiction. At present, there are 41 Coordination Committees in place all over the country. The senior most officer at the station functions as the Chairman of the Committee. The quantum of grant based on the staff strength is sanctioned by the DoPT to the CGEWCCs.

CENTRAL CIVIL SERVICES CULTURAL AND SPORTS BOARD (CCSCSB)

8.2 The CCSCSB is a registered body under the Societies Registration Act, 1860. It is the Central Agency for promotion of Sports and Cultural activities among civil servants in the country. The Board was set up in 1964 as Central Secretariat Club in the Ministry of Home Affairs. Initially, the objective of the Board was to promote Cultural and Sports activities amongst the Central Government employees located in Delhi only. In course of time, the activities of the Board have increased manifold to cater to the needs of the Central Government employees located outside Delhi. Therefore, the Regional Sports Boards were ever set up where the number of Central Government Employees was more than one thousand. At present, there are 21 such Regional Boards. The Government provides grant-in-aid to the Board every year to carry out their activities. During the year 2007-08, an amount of Rs. 50 lakh was released as grant-in-aid to the Board. The Board in turn sanctions grants-in-aid to the Regional Boards for carrying out their activities. During the year 2008-09, an amount of Rs. 50 lakhs has been released as grant-in-aid to the CCSCSB.

Inter Ministry Tournaments

8.2.1 The Board had conducted Inter Ministry Tournament in 19 Sports disciplines during the period upto March, 2009.

All India Civil Service Tournaments

8.2.2 The All India Civil Service Tournaments in sports and cultural events are jointly organized by the Board and the state/union territory government. The allocation of
responsibility for holding these tournaments is coordinated by the Board after ascertaining the convenience and choice of the state/union territories. A part of the expenditure for conducting the AICS Tournaments is met by the Board in the form of financial assistance to the state/union territories who come forward to host these tournaments. These tournaments are open to civilian central/state government employees. The uniformed personnel from the police, defence and other paramilitary organizations are not eligible for participation in these tournaments.

8.2.3 The Board has conducted All India Services Tournaments in 10 sports disciplines upto 31 March, 2009 in collaboration with the state/union territory governments.

**Board’s Affiliation to National Federation**

8.2.4 The Board is affiliated to a number of sports Associations/Federations at the National level. The Board’s teams participate in the National Tournaments organized by these Associations/Federations.

**Trekking Programmes**

8.2.5 The Board sponsors trekking programmes for Central Government employees in collaboration with the Youth Hostels Association of India. The Board also encourages Central Government employees to undertake trekking programmes of their own. A part of expenditure on these programmes is met by the Board. 13 Central Government employees have availed of this facility during 2008-09.

**Playing Facilities maintained by the Board**

8.2.6 The Board provides playing facilities in Delhi for the Central Government employees and has a sports complex at Vinay Marg, New Delhi which has facilities for football, hockey, cricket, athletics and tennis.

8.2.7 The Board also maintains tennis courts at Bharati Nagar, R.K. Puram, Brassey Avenue and at Vinay Marg. There are Cricket practice pitches at Brassey Avenue and Vinay Marg Sports Complex, and a Volleyball and Shootingball court at Brassey Avenue.

**GRIH KALYAN KENDRA**

8.3 The Grih Kalyan Kendra (GKK), a Society registered under the Societies Registration Act, 1860, was set up with the following objectives:-
(a) To promote social, economic, cultural and educational activities for the betterment of Central Government employees and their families.

(b) To impart technical and vocational training in home crafts and other household arts for useful utilization of leisure time and for better and efficient housekeeping and

(c) To organize and promote economic activities that may provide opportunities for gainful employment to families of Central Government employees for supplementing the family income.

8.3.1 The GKK is administered by Grih Kalyan Kendra Board. The Board is responsible for the organization and administration of GKK. Additional Secretary (S and V), DOPT is the President of the GKK Board.

8.3.2 In pursuance of its objectives, GKK has been conducting the following activities:-

(i) Training classes in cutting, tailoring and embroidery for the housewives and grown up girls during the leisure hours.

(ii) Nursery education for children in the age group 3 to 5 years.

(iii) Creches or Day Care Centers for children.

(iv) Recreational facilities like health club-cum-fitness centre, multi-gyms and weight lifting, indoor games like badminton, table tennis and classes in karate, yoga, dance, etc.

(v) Hiring out of Samaj Sadans (Community Centres) for cultural and social functions like marriages etc.

8.3.3 The GKK is running 26 craft centers, 16 creche / day-care centers and 25 nursery schools in Delhi and a few in other cities. It has been supporting and organizing recreational activities with a view to promoting physical fitness among the Central Government employees and their family members as a part of the activities of GKK. The Kendra has accordingly set up a health club and 9 gym/fitness centers in Delhi, Bangalore, Chennai, Mumbai and Nagpur. The GKK administers 46 samaj sadans, out of which 31 are in Delhi and 15 outside Delhi. These samaj sadans are made available on hire for organizing various social and cultural functions to the
central government employees and, wherever available, to others. Hiring of these sadans is the main source of revenue for the GKK. In these samaj sadans facilities like indoor games, health club, multi gyms, karate, yoga, dance and music classes, etc. are provided. In addition, the GKK also runs its welfare activities in 15 other premises in Delhi and 11 at outstations. It receives grant-in-aid from the Government. During 2008-09, an amount of Rs.25 lakh was released to GKK.

KENDRiya BHANDAR

Objectives

8.4 The Central Government Employees Consumer Cooperative Society Ltd., New Delhi, now operating in the name of Kendriya Bhandar was set up in 1963 in pursuance of Cabinet decision as a Welfare Project for the benefit of the Central Government employees. The society endeavors to serve the Central Government employees and general public at large by (i) providing quality goods of daily needs at reasonable prices and (ii) playing an effective role in the public distribution system through its retail outlets.

Network

8.4.1 The Society operates a network of 118 stores in Delhi, Maharashtra, Tamil Nadu, Andhra Pradesh, Karnataka, Cochin, Daman, Goa, Uttar Pradesh, Uttarakhand, Rajasthan, Madhya Pradesh, Haryana, Punjab and Chandigarh. Stationery is sold to the central government offices at East Block and West Block, R.K.Puram, New Delhi.

8.4.2 In line with latest trend in Retailing, Kendriya Bhandar has taken up concerted efforts to modernize the existing stores in terms of its ambience, display system, computerization, etc. in a phased manner. In this direction, Hari Nagar, Aram Bagh, and Vasant Vihar etc have been given facelift with the objective of providing better shopping environment to the customers and action is in hand to modernize other stores in a phased manner.

8.4.3 As a new beginning Kendriya Bhandar has also opened its first Medical Store at Mahadev Road followed by second chemist outlet at R.K. Puram-IV and third at Delhi University Campus to cater to the need of Delhi University (North Campus) staff and its students.
8.4.4 Kendriy Bhandar has also opened new retail stores at Vidyut Vihar Colony (Near Maharani Bagh), NDPL Housing Colony, Shalimar Bagh, Delhi Sectt. (ITO), Kalyan Vas, Timarpur, Gulabi Bagh and at Housing Colony of Indian Oil Refinery, Panipat in the accommodations acquired by Kendriya Bhandar on nominal rent of Rs. 1/- p.m. Kendriya Bhandar is also likely to open a new store in Shastri Park (Delhi Metro Rail Colony).

8.4.5 Activities such as billing to customers, purchase, inventory etc. of Stationery division of Kendriya Bhandar, located at R.K. Puram (East) and (West) Blocks are computerized through Local Area Network. Further, in Head Office, purchases and stocks of Consumer items, pulses and spices are computerised.

8.4.6 All the Stores of Kendriya Bhandar in Delhi retailing into Grocery and Consumer items have been provided with Alpha Numeric Cash Register Machines for the purpose of billing to customers.

Largest Consumer Cooperative Society

8.4.7 Kendriya Bhandar has also the distinction of being the largest consumer cooperative society in the Country in terms of membership. It has more than 80,000 members.

Benefits to Customers

8.4.8 The Society has been able to maintain competitive prices for various products sold by it as compared to those prevailing in the market and also in its sister organisation. In fact, selling prices prevailing in Kendriya Bhandar now constitute the bench mark in the market. The Society is closely controlling its sales prices. Margins on some grocery and stationery items have been further reduced passing on greater benefits to the customers.

8.4.9 For better quality control, pre-testing of grocery items before distribution to stores has been introduced and testing of random samples picked from shelves of stores is also being continued. These steps will ensure that the quality of goods sold is maintained for better consumer satisfaction. Another step in this direction is the introduction of alphanumeric.

Multi State Cooperative Society

8.4.10 Kendriya Bhandar is registered as a Multi State Cooperative Society w.e.f. 8.9.2000.
With this change in its status Kendriya Bhandar has been able to expand its operation in other states of the country.

**Sales Performance**

8.4.11 Kendriya Bhandar has registered a significant growth in the recent past. Total sales and net profit during the year 2007-08 was Rs. 253.04 crores and Rs. 351.46 lakhs respectively. Kendriya Bhandar has a paid up capital of Rs. 87.43 lakhs of which Rs. 68.18 lakhs have been subscribed by the Government and Rs. 19.25 lakhs by individual members as on 31 March, 2007. It has declared a dividend of 10 per cent for the year 2007-08. Kendriya Bhandar has contributed to the national exchequer by way of taxes and dividend for the year 2007-08 to the extent of Rs. 174.40 lakhs.

**Cooperative Excellence Award**

8.4.12 Kendriya Bhandar has been honoured with the prestigious Welfare Award for Best Cooperative in the field of consumer welfare by the Government of NCT of Delhi for the year 2007-08 by Delhi Government. Kendriya Bhandar has completed 45 years of its existence on 1 July, 2008.

**SANSKRITI SCHOOL**

8.5 The Civil Services Society set up a school in Delhi with the objective of providing quality education to the wards of the Government servants particularly those coming on transfer to Delhi. It has been decided to provide grants-in-aid assistance to the school for capital investments.

**CIVIL SERVICES OFFICERS INSTITUTE (CSOI)**

8.6 The Civil Services Officers Institute (CSOI), a Society registered under the Societies Registration Act, 1860 was set up in 1998. The main objective of the Institute is to promote welfare of the officers of the Civil Services and to bring them together in order to secure complete integration of the services and to build a corps of officers imbued with the spirit of cooperation in all aspects of civil services.

8.6.1 The Institute has been functioning from the premises situated at M.S. Apartments, Kasturba Gandhi Marg, New Delhi. Grants-in-aid assistance is also provided by the government for capital investments only.
DEPARTMENTAL CANTEENS

8.7 As a measure of Staff Welfare, departmental canteens/tiffin room have been set up in Central Government Offices/Establishments to make available beverages, snacks and meals prepared in hygienic conditions, to the employees during the working hours at reasonable rates. At present, about 1350 recognized canteens/tiffin rooms are functioning in various offices of the central government. These Canteens are run in accordance with the administrative instructions and guidelines issued by the Department of Personnel and Training from time to time.

8.7.1 Performance of these canteens is periodically reviewed through liaison with various Departments and feedback reports. With a view to bringing about uniformity in the accounting procedure and improvement in cleanliness, quality of service etc., detailed instructions had been/are being issued from time to time.

8.7.2 A scholarship scheme for the children of Canteen Staff showing merit in their academic studies was introduced in 1998. The first batch of such awards was given in March, 2000 and subsequently it is being awarded every year.

8.7.3 The Staff Inspection Unit (SIU) of the Ministry of Finance, Department of Expenditure had undertaken a norms study of the non-statutory Departmental Canteens for revision of the existing norms for the staffing pattern in these Canteens. The report submitted by SIU has been processed and accepted in this Department. Accordingly, all the Ministries/Departments have been requested to implement the recommendations of the SIU. The information received in this regard is being compiled.

8.7.4 With the RTI Act, 2005 coming into force of relevant, useful and updated information pertaining to the various important aspects of the Canteen Section’s work has been put on the Ministry’s web site.

8.7.5 As per recommendations of the 6th C.P.C. it has been recommended that Group ‘D’ canteen employees working in the canteen who do not possess the minimum essential qualifications are required to be deputed for training before they are placed in the revised PB-I. For this purpose it has been decided that all the Group ‘D’ employees be imparted training to make them multi-skilled at the institutions.
9.1 In the context of a modern, development-oriented welfare state and with a view to containing expenditure on establishment and improving efficiency of public services, a Scheme for redeployment of Surplus Staff has been in operation since 1966. The concerted efforts of the Department have resulted into redeployment of 10176 persons out of the total 11776 persons accepted in the Central (Surplus Staff) Cell, re-designated as Retraining and Redeployment Division, since the inception of the Scheme till 31 March, 2009.

9.2 In order to make the Scheme of Redeployment of Surplus Staff more effective, proactive measures have been adopted to ensure that the prior claim of surplus staff is considered before any action for fresh recruitment is initiated by the ministries/ departments/ offices of the Government of India covered under the Scheme.

9.3 As on 1.12.2007, there were 571 surplus staff belonging to Group ‘A’, ‘B’, ‘C’ and ‘D’ (Group ‘A’- 16, Group ‘B’-19, Group ‘C’-246 and Group ‘D’- 290). At the end of March, 2009, 536 (Group ‘A’ - 17, Group ‘B’-07, Group ‘C’-207 and Group ‘D’- 305) staff are on the Surplus Rolls. The Department shall be redeploying the remaining surplus employees against suitable vacancies to be reported to it. Furthermore, in line with the instructions of the Establishment Division dated 28 February, 2002 regarding Special VRS for permanent employees declared surplus, 617 surplus staff have availed of the facility of Special VRS till March, 2009.

9.4 The overall position, as on 31.03.2009, of surplus staff and their redeployment since inception of the Scheme of Redeployment of Surplus Staff in 1966 is given below:-
<table>
<thead>
<tr>
<th>Category of Surplus Staff</th>
<th>No. of Employees awaiting redeployment as on 1.12.2007</th>
<th>No. of Employees added from 1.12.2007 to 31.03.2009</th>
<th>Total No. of persons accepted in the surplus Cell since inception till 31.03.2009</th>
<th>No. of persons redeployed since inception of the Scheme till 31.03.2009</th>
<th>No. of persons retrenched or who have resigned till 31.03.2009</th>
<th>No. of persons retired on superannuation/expired or those who have opted for VRS/Spl. VRS/terminal benefits till 31.03.2009</th>
<th>No. of persons awaiting redeployment as on 1.12.2006</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group ‘A’</td>
<td>16</td>
<td>01</td>
<td>115</td>
<td>66</td>
<td>04</td>
<td>28</td>
<td>17</td>
</tr>
<tr>
<td>Group ‘B’</td>
<td>19</td>
<td>12</td>
<td>597</td>
<td>435</td>
<td>03</td>
<td>152</td>
<td>07</td>
</tr>
<tr>
<td>Group ‘C’</td>
<td>246</td>
<td>127</td>
<td>10365</td>
<td>9395</td>
<td>65</td>
<td>698</td>
<td>207</td>
</tr>
<tr>
<td>Group ‘D’</td>
<td>290</td>
<td>96</td>
<td>699</td>
<td>280</td>
<td>---</td>
<td>114</td>
<td>305</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>571</strong></td>
<td><strong>236</strong></td>
<td><strong>11776</strong></td>
<td><strong>10176</strong></td>
<td><strong>72</strong></td>
<td><strong>992</strong></td>
<td><strong>536</strong></td>
</tr>
</tbody>
</table>
CHAPTER-10

PROGRESSIVE USE OF HINDI IN OFFICIAL WORK

10. The Ministry continued to make concerted efforts to promote the use of Hindi in official work and to ensure compliance with the provisions of the Official Languages Act, 1963 as amended in 1967 and Rules framed thereunder as also the various orders/instructions issued by the Department of Official Language from time to time with a view to ensuring proper implementation of the Official Language Policy of the Government.

IMPLEMENTATION OF OFFICIAL LANGUAGE POLICY AND THE ANNUAL PROGRAMME

Machinery for Implementation

10.1 The Ministry has a full-fledged Hindi Section headed by a Deputy Director(OL) with two Assistant Directors and other supporting staff. This Section caters to the need of the Department of Personnel and Training as also of the Department of Pensions and Pensioners’ Welfare. There is a separate Hindi Unit under a Deputy Director (OL) with necessary supporting staff in the Department of Administrative Reforms and Public Grievances. Besides monitoring the implementation of the Official Language Policy and the Annual Programme, Hindi Section arranges for in-service training of the staff in Hindi language, Hindi typewriting and Hindi stenography. It also undertakes translation of the material received from various sections/desks of the Ministry from English into Hindi and vice-versa.

Hindi Salahakar Samiti

10.1.1 Meeting of the Hindi Salahakar Samiti of this Ministry was held on 25 March, 2008 under the Chairmanship of Minister of State for Personnel, Public Grievances and Pensions. The tenure of the Samiti has expired on 28 June, 2008. The reconstitution of the Samiti is in process.

Official Language Implementation Committee

10.1.2 Three meetings of the Official Language Implementation Committee of the Department of Personnel and Training and the Department of Pensions and Pensioners’ Welfare were held on 6 June, 2008, 26 September, 2008 and 31 March, 2009.
SPECIFIC MEASURES TAKEN FOR PROMOTING THE USE OF HINDI

Quarterly progress report (QPR)

10.2 With a view to assessing the work done by the employees in Hindi in their official work, more effectively the Department of Official Language has introduced a new proforma for QPR from September, 2008.

Training in Hindi Teaching, Hindi Typewriting and Hindi Stenography

10.2.1 Out of a total of 23 typists (clerks), 12 were nominated for Hindi typing training and out of a total of 74 stenographers, 08 were nominated for Hindi stenography training.

Cash Awards and Incentive Schemes

10.2.2 An incentive scheme to encourage officers and employees to do more work in Hindi is in vogue in the Ministry. Under this scheme cash awards are given for doing noting and drafting in Hindi. This year ten officials have been selected in this scheme. Cash prizes of total of Rs 5300/- was awarded to these officials for noting and drafting.

Celebration of Hindi Divas and Hindi Pakhwara

10.2.3 On the occasion of Hindi Divas on 14 September, 2008, MOS(PP) issued an appeal to all the officers and staff of the Ministry to make more and more use of Hindi in their official work. During Hindi Pakhwara (from 14 September, 2008 to 28 September, 2008), Hindi stenography, Hindi typewriting, Hindi essay writing, Hindi dictation, Hindi noting and drafting, Hindi speech competition, translation, and Hindi poetry recitation competitions have been organized and the participants, who have stood first, second and third and also those who have come out with commendable performance was given cash prizes as also certificates. A total amount of Rs.30000/- was given in the form of cash prizes to 50 successful contestants. Out of the 50 successful contestants, number of women was 16.

Hindi Workshops

10.2.4 Two Hindi Workshops were organized in May and September 2008 in New Delhi to impart practical training to the officials to enable them to do more and more official work in Hindi.
10.3 The Hindi Section of the Ministry has been provided with four computers. Hindi typing work of the Hindi Division as well as of the different Divisions/ Sections/ Desks of the Ministry is done through these computers. Hindi software programmes have also been installed in most of the computers of the Ministry with the help of National Informatics Centre (NIC). E-mail addresses of Deputy Director (OL) and Assistant Directors (OL) have been created and correspondence in Hindi can be done through them.

10.4 The steps for use of Hindi in the Attached and Subordinate offices are listed below:

**Official Language Implementation Committees**

10.4.1 Attached and Subordinate Offices of the Ministry have their own Hindi Units and Official Language Implementation Committees. The meetings of OLIC are being organized regularly in these offices.

**Training Institutions**

10.4.2 The two Training Institutions under the Ministry viz., Lal Bahadur Shastri National Academy of Administration (LBSNAA), Mussoorie and the Institute of Secretariat Training and Management (ISTM), New Delhi have made considerable progress in providing the training material in Hindi too. Both the Institutions have adequate arrangements for urgent translation/updating the Hindi version of the training material. The post of Hindi Officer in Lal Bahadur Shastri National Academy of Administration, Mussoorie has been restored. This Ministry is pursuing with Department of Official Language to fill up the post expeditiously.

**Monitoring and Inspection**

10.4.3 With a view to assessing the progress made in promoting the use of Hindi in official work while complying with the Official Language Policy and implementing the Annual Programme, a team of officers from the Official Language Unit of the Department of Personnel and Training and the Department of Pensions and Pensioners' Welfare, inspects the attached and the subordinate offices of the Ministry in a phased manner and also suggests ways and means from time to time to overcome the practical difficulties experienced in the course of implementing the Official Language Policy.
With a view to monitoring the progressive use of Hindi in official work, Hindi Section of the Ministry inspected 12 sections during the year. The Lal Bahadur Shashtri National Administrative Academy was also inspected from 14 July, 2008 to 17 July, 2008 for monitoring the progressive use of Hindi. Quarterly Reports received from various quarters are reviewed in Hindi Section and the progress made in the progressive use of Hindi is discussed at length in the quarterly meetings of the Official Language Implementation Committee of the Ministry and remedial measures taken to remove the shortcomings.
11. Personnel, Public Grievances and Pensions Infotech (PersInfotech) Division of NIC, has been providing informatics and computer networking (LAN and WAN) support to the Ministry of Personnel, Public Grievances and Pensions and also assisting the Ministry in developing and implementing various Management Information Systems (MIS) and Decision Support Systems (DSS) for effective functioning of its various offices at different levels since 1985.

11.1 One of the major strengths of this division lies in the area of developing and implementing software of high quality in various sectors of Ministry of Personnel (MOP). This division is involved in the process of developing state-of-the-art application software which is customized to the users needs. These application software packages are completely indigenous and user friendly for the users of this Ministry.

11.1.1 This division comprises the following NIC Computer Centers in the Ministry of Personnel:

- NIC - DOPT Computer Centre, North Block
- NIC - AR&PG Computer Centre, S.P Bhawan
- NIC - Dept. of Pension Computer Centre, Lok Nayak Bhawan
- NIC - Training Division Computer Centre, Old JNU Campus

11.1.2 The details of the application software developed/implemented and other related tasks for maintenance of already implemented application software as well as websites by NIC/MOP for different Departments and other offices of the Ministry are indicated in the following paragraphs:

**MIS/DSS SOFTWARE DEVELOPED AND IMPLEMENTED**

**NIC-Department of Personnel and Training, North Block**

**Central Staffing Scheme Processing System (Online CCA Module)**

11.1.3 Under Central Staffing Scheme Processing System, two application modules, namely On-Line submission of application for Offer List and Preparation of Panels, were developed and implemented during the last year.
11.1.4 During the current year, a web enabled module (CCA module) for Cadre Controlling Authorities has been designed and developed to facilitate online validation, verification and entry of details related to vigilance/disciplinary cases, central deputation and ACRs against the online application submitted by the nodal officer from Cadre Controlling Authorities (CCA). Also incorporated the feedback/suggestions received during the training for nodal officers of participating Services.

Collectors / DM Information System

11.1.5 As per the request of Cabinet Secretariat, a system has been developed to collate the information related to IAS officers posted as Collectors / District Magistrates in various Districts during the last five years all over the country. From the information collected, average tenure of IAS officers as DM for each district, each state and national average has been calculated and submitted.

RTI-MIS

11.1.6 RTI Request and Appeal Management Information System (RTI-MIS) is an online web enabled centralized system developed by NIC, in consultation with Department of Personnel and Training, to enable an efficient and effective monitoring of Requests and Appeals by the concerned Central Public Authorities. An additional module for Deemed PIO has been incorporated in the System. A query based usage status module has also been developed and implemented in the Ministry's website and RTI Portal to disseminate Top 10 Public Authorities which are using the RTI-MIS Software.

Right to Information (RTI) Portal

11.1.7 As per the decision made by DoPT, RTI portal has been redesigned. The current layout of the portal has several new sections viz. RTI quiz, top ten users, RTI hand books. Further, several of the existing sections have been enriched with added contents. For instance, RTI Act is now made available in several Indian languages. The portal has now provided the links to the web sites / RTI pages of various public authorities under Government of India, besides links to State Government websites/portals. It also contains information on the PIOs belonging to various public authorities, key word based search option for searching RTI proactive disclosures, RTI Circulars, Links to “List of APIOs”, etc.
e-Service Book

11.1.8 A web based system has been developed to facilitate the maintenance of e-service book. The system is based on the revised formats prescribed by the Ministry. The computerization of service books of DoPT employees is in progress. All entries like bio-data, service history, record of service verification, hba and cgeis details, ltc/leave account and family / nomination details etc. are recorded using this software.

ER Sheet System for CSS Officers

11.1.9 ER Sheet System has been developed and implemented in DoPT to provide decision support information for posting and transfer of CSS officers. The information relating to bio-data, educational qualification(s), training details, experience of css officers constitute the input to the system. This system provides online/ faster access of bio-data and other relevant information for speedy preparation of ER sheets of CSS Officers. ER sheet information is also made available on the website of the Ministry of Personnel, PG and Pensions.

ACR Availability Status Information System (ACR-ASIS) for CSS Officers

11.1.10 ACR-ASIS is already in place for maintaining the ACRs of IAS Officers. This package has been now customized to suit the needs of CSS officers as well. Through this package, automatic reminders can be generated indicating the missing ACRs of officers along with their place and period of posting.

Computerized Cadre Allocation of IAS Officers based on the New Cadre Allocation Policy

11.1.11 The new cadre allocation policy of AIS Officers will be effective from the year 2009, i.e. for AIS Officers of CSE-2008. A new software package (rule based) has been developed to facilitate the computer based cadre allocation of IAS officers in accordance with the new policy.

ACC Vacancy Monitoring System (AVMS)

11.1.12 The Web Enabled Application, AVMS, has been modified as per the feedback received from various ministries. New modules to facilitate the generation of additional MIS reports w.r.t. DPC and Non-DPC based posts have been developed. All Modifications were made in the software as decided in the meeting held on 15 October, 2008 headed by EO and participated by Nodal Officers from 20 Ministries/Departments at DoPT, North Block.
Integrated Document Management Information System (DMIS)

11.1.13 The integrated Document Management Information System (DMIS) is operational in the Ministry. Certain enhancements in DMIS have been made as per the DOPT users’ requirements. Features like maintaining “Tippani” details in a File/Receipt were incorporated in the software so that at any point of time, report for counting the number of Hindi/English Tippanies in a Section/Division can be generated. The concept of a Unique Diary/File No. was also introduced.

BI-LINGUAL (HINDI/ENGLISH) VERSION OF DMIS

11.2 The bi-lingual version of DMIS software (Unicode compliant) has been developed. This system provides Registration, Monitoring and Movement of Receipts/Files. Using this software, various functions like Data Entry/Query/Reports generation can be easily performed in Hindi/English as required by the user.

Implementation and Training on DMIS

11.2.1 The implementation and training on DMIS has been completed at CCRAS under Department of Ayush; National Commission for ST, Lok Nayak Bhavan, Rajya Sabha, Parliament House, and Central Information Commission at Bhikaji Cama Place. Training on DMIS was also imparted to officers/users at Department of Shipping, NIC HQ, and Officers/Staff at DoPT, etc.

Comprehensive DDO (CompDDO) - Payroll package

11.2.2 This system is implemented in DoPT to meet the needs of the Department. Apart from covering basic salary calculations, disbursal of the salary through different modes of payments such as cash, cheques, banks and through electronic clearance system (ECS), it ensures other major functions such as DA arrears, income tax, GPF module, bonus, honorarium and over time allowance (OTA). The new features added are contingency and other bill. This includes, text file generation to PAO, cheque details entry, cheque delivery, receipt entry chalan details and reports like bill preparation, ECR and ECS.

IntraMOP Portal

11.2.3 IntraMOP, an Intranet portal for the Ministry of Personnel, Public Grievances and Pensions, has been redesigned. It is an initiative to move towards less paper office. The portal offers various G2E services through a single window access system in
an authorized manner and acts as the media for faster dissemination of circulars, notifications and announcements besides providing access to the personal information. Services such as e-Service book, online stationery requests, online computer complaints, GPF and other advances, Payslips / GPF /IT statements, Download Forms, Document Management and Information System(DMIS), etc. are made available through the portal.

**Online Stationery Request System**

11.2.4 A web based workflow application has been developed and implemented in DOPT to facilitate online submission of requests for stationery items, online approval, e-mail intimation of approval to the requestor, online submission of receipts, and monitoring of stock issued. The system is linked to IntraMOP portal to provide an easy access.

**Online Computer Complaints System**

11.2.5 A web based workflow application has been implemented in DoPT to facilitate online lodging of computer related complaints, monitoring the status of the complaints, etc. and linked to IntraMOP portal of this ministry.

**GPF / Festival Advances System**

11.2.6 A web based workflow application has been implemented to facilitate online submission of applications for GPF advance/ Festival advance. The Processing officials have the facility to view the details of previous advances / withdrawals and other details about the employee while approving/making decisions. The system facilitates online access to rules / statements, view status of applications, intimation to the employee regarding receipt of cheque from PAO.

**MINISTRY’S WEBSITE**

11.3 The Website of the Ministry of Personnel, PG and Pension has also been redesigned. Website has been enriched by adding the following: sitemap, contact us, database for circulars and notification, events and citizen charter. search facility has been incorporated to search circulars / notifications based on various parameters. Old Circulars, Tenders, Events have been displayed under archives. Development of the Hindi version of the website is in progress.
WMS (Website Management System)

11.3.1 A web enabled system has been developed and implemented for managing/uploading/updating the circulars/notifications on various subjects under ‘circulars’ section, new circulars/notifications under ‘what is new’ section, events under ‘major events’ section; information under spotlight section and new tenders under ‘tenders’ section in the web site of Ministry of Personnel, PG and Pension (URL: persmin.gov.in). This is Login Id/Password based system. Any authorized person can update the website by using this system.

11.3.2 An extensive training for uploading the circulars/notifications directly on the Ministry website was imparted to users of various sections/divisions of DOPT facilitating to upload circulars/notifications from their desk itself.

TRAINING PROGRAMMES

11.4 Various Training Programmes have been conducted during the year for various level of participants towards an effective usage and implementation of the Application Software developed and implemented. These include the following:-

a. Three-day training programme on Central Staffing Scheme Processing System (CCA module) including one day video conferencing based training to the nodal officers of participating services;

b. Training programmes for CPIOs, AAs and their staff of DOPT on RTI-MIS. Lecture and Demo on RTI-MIS has been provided for various levels of officers in ISTM and Postal Staff College;

c. A special training programme for Nodal officers of all Ministries and Departments on ACC Vacancy Monitoring System (AVMS);

d. Training programmes for officers and staff of DOPT on DMIS; and

e. A special training programme for officers and staff of DOPT on the usage of various services available in the IntraMOP Portal.

NIC-TRAINING DIVISION, DOPT, OLD JNU CAMPUS

On-Line Proposal for State Category Training Program (SCTP) and Trainer Development Program (TDP)

11.5 A web based software module for facilitating the online submission of proposals by State Administrative Training Institutes to DoPT-Training Division for State Category
and Trainer Development Programme has been developed and hosted at URL: http://persmin.gov.in/otraining/trgdiv.

Partial Funding for Foreign Study

11.5.1 A web based system for receipt of applications online from officers belonging to All India Services (AIS) and Group ‘A’ Central Services for Partial Funding pertaining to Foreign Study was developed.

NIC - Department of Pension and Pensioners’Welfare, Lok Nayak Bhawan

PENSIONERS’ PORTAL - A MISSION MODE PROJECT UNDER NEGP

11.6 The Pensioners’ Portal was hosted on 30 March, 2007 by Hon’ble Minister of State (Personnel, Public Grievances and Pensions) for the usage of Central Government ministries/departments/organizations, pensioners’ associations and central government pensioners. The portal has been enriched with the addition of the following:-

- A Graphic Interface for State Pensioners.
- Links for various services for pensioners namely online bill payment pertaining to MTNL (Delhi), electricity (Delhi), LIC premiums, property tax (MCD), water (Delhi Jal Board) and online bill payment desk for all bills of commercial nature (non government web sites).
- Links to various websites offering useful information/facilities/service utilities etc., required in day to day life, to senior citizens e.g. health care, travel benefits, financial assistance/incentives, care for elders, city help lines, indian temples, pilgrimage tours, pet care, etc.
- Calculator for revised pension and pension arrears for Pensioners as per 6th CPC recommendations.

Web Based Centralised Pension Grievances Redress and Monitoring System (CPENGRAMS).

11.6.1A Centralized web-enabled Pension Grievances Redress And Monitoring System (CPENGRAMS) System had been implemented to facilitate online lodging of the pension grievances and monitoring of the latest redress status of the lodged grievance by the pensioners/ pensioners associations. The system also enables the concerned ministries/ departments/ organizations in lodging and tracking the
status of grievance redressal. Efforts continued to enrich CPENGRAMS further based on the feedback from the concerned stakeholders. Accordingly, two more modules have been developed and added to facilitate the generation of forwarding letters as well as acknowledgement letters in bilingual form. The task of security audit of netizen module (Pensioner’s Interface) of CPENGRAMS has been completed.

11.6.2 Two half-day video conferencing based training programmes were conducted at NIC HQ, New Delhi for the participants from 27 identified Pensioners’ Associations located in various states/districts across the country. The participants were informed about the significance and objectives of the project and facilitative role to be played by the pensioners’ associations in promotion of the project. A demonstration of the services/features contained in the portal was also made to them.

NIC-DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES, SARDAR PATEL BHAWAN

Centralized Public Grievances Redress And Monitoring System (CPGRAMS)

11.7 The Centralized Public Grievances Redress and Monitoring System (CPGRAMS) has been strengthened by additional features like monitoring desk, mail alerts. Refresher training programmes were organised by Department of Administrative Reforms and Public Grievances in association with NIC. Participants representing various ministries/departments along with the nic officers of the respective ministries/departments have attended the training sessions. Training for second level organizations like banks, insurance companies and BSNL have also been conducted. Presently, more than 480 organisations are using CPGRAMS.

Customisation of CPGRAMS for Rashtrapati Bhawan

11.7.1 Customised version of CPGRAMS is being developed for Rashtrapati Bhawan. This would be integrated with CPGRAMS so that the Public Grievance Officers can take redress action and monitor them through a single interface.

Comprehensive DDO (CompDDO) - Payroll package

11.7.2 This system is implemented in DARPG to meet the needs of the Department. Apart from covering basic salary calculations, disbursal of the salary through different modes of payments such as cash, cheques, banks and through electronic clearance
system (ECS) it ensures other major functions such as DA arrears, income tax, GPF module, bonus, honorarium and over time allowance (OTA). The new features added are Contingency and Other bill. This includes, text file generation to PAO, Cheque Details Entry, Cheque Delivery, Receipt Entry chalan Details and reports like Bill Preparation, ECR and ECS.

ENRICHMENT / MAINTENANCE OF THE WEBSITES/PORTAL

11.8 The following web sites of the entire Ministry are being enriched / maintained:-

http://persmin.gov.in
http://darpg.gov.in
http://arc.gov.in
http://pensionersportal.gov.in
http://pgportal.gov.in
http://rti.gov.in
http://intramop.nic.in
http://intraias.nic.in

Governance Knowledge Centre (GKC) Portal

11.8.1 Technical support has been provided to host the newly designed GKC portal (http://indiagovernance.gov.in)

NICNET connectivity

11.8.2 The LAN of D/O Pension and Pensioners’ Welfare and DOPT’s Offices located at Lok Nayak Bhavan was connected to NICNET/Internet using high speed Fibre Optics cable with Leased Line of 34MBPS.

11.8.3 Executive Video Conferencing System (EVCS) was installed, tested and commissioned in the chamber of Secretary, Department of Personnel and Training, North Block and Secretary, DARPG, Sardar Patel Bhavan.

11.8.4 Upgradation of LAN in the four buildings of DoPT at North Block, Lok Nayak Bhawan, Training Division and PESB is under process.
CHAPTER - 12

THE RIGHT TO INFORMATION ACT, 2005

12.1 Right to Information is implicitly guaranteed by the Constitution. Nevertheless, recognizing a need for setting out a practical regime for securing information by citizens from the public authorities and to promote transparency and accountability in the working of all public authorities, the Right to Information Act was enacted in 2005. The law is comprehensive and covers disclosure of information on almost all matters of governance. It is applicable to the government at all levels—union, state and local and also to the bodies owned, controlled or substantially financed directly or indirectly by the government. It covers all legislative bodies, the judiciary, the executive and all Constitutional bodies.

12.2 The Act applies a two pronged strategy for dissemination of information. It casts an obligation on public authorities for suo moto disclosure/publication of large amount of information. It also requires the public authorities to supply information called for by any citizen and to permit him to inspect the documents and collect samples of various works. The procedure for seeking information is very simple. A person seeking information has to make a request to the concerned Public Information Officer indicating the information is to be had and the address at which the information is required. The request may be sent either by post or submitted in person. It can be made in Hindi or English or in the official language of the area and can also be sent through email.

12.3 The Act creates an elaborate machinery to ensure supply of information which consists of Public Information Officers, Assistant Public Information Officers, independent Central Information Commission and State Information Commissions, etc.

12.4 The Act requires supply of information on a time bound basis. A Public Information Officer is required to send information called for at the specified address within 30 days. In case of information concerning the life or liberty of a person, the information is provided within forty eight hours. If the information is not provided within the prescribed period, the Act has a provision for imposition of stringent penalty on the Public Information Officer. The Public Information Officer may have to pay a penalty of Rs.250 per day of delay subject to a maximum penalty of Rs. 25,000/-.
12.5 The Information Act has created a system of two appeals. If an applicant does not get information within the prescribed period or he is not satisfied with the reply given to him, he can make first appeal within 30 days to the departmental appellate authority who is generally the next superior officer to the Public Information Officer. If the applicant is not satisfied with the decision of the first appellate authority, he can file a second appeal to the Central Information Commission or the State Information Commission, as the case may be, within 90 days.

12.6 The provisions of the Act have been made over-riding, so that the scheme is not subverted through the operation of other minor acts. However, certain types of information pertaining to security of the country, scientific or economic interest of the country and information on trade secrets, etc. are exempted from disclosure. These are such matters on which a common man would hardly require information. Certain security or intelligence organizations, have been exempted from disclosing any information except pertaining to corruption or violation of human rights. Such organizations are required to designate Public Information Officers and first Appellate Authorities only to deal with applications and appeals relating to information pertaining to corruption or violation of human rights.

12.7 The Government of India has constituted the Central Information Commission (CIC) and all the 27 states to which the Act applies have constituted State Information Commissions (SICs). These Commissions are high powered independent bodies which inter-alia can look into the complaints made to them and decide the appeals. The Commissions have power to impose penalty on the defaulting Public Information Officers. CIC entertains complaints and appeals in case of offices, financial institutions, public sector undertakings, etc. under the central government and the union territories while the State Information Commissions entertain appeals pertaining to offices, financial institutions, public sector undertakings, etc. under the concerned state government.

12.8 The Act enables the respective Governments to make rules to carry out its provisions. The Central Government has notified two sets of rules namely; the Right to Information (Regulation of Fee and Cost) Rules, 2005 and the Central Information Commission (Appeal Procedure) Rules, 2005.
12.9 The Central Fee Rules provide that a request for obtaining information shall be accompanied by an application fee of rupees ten by way of cash against proper receipt or by demand draft or bankers’ cheque or Indian Postal Order payable to the Account Officer of the public authority. The applicant may have to pay fee in addition to application fee for obtaining documents or for inspecting the documents as follows:

(i) Rs.2 for each page in A-4 or A-3 size of paper
(ii) Actual charge or cost price of a copy in larger size paper.
(iii) Rs.50 per floppy or diskett
(iv) for inspection of records, no fee for the first hour; and a fee or rupees five (Rs.5/-) for each subsequent hour (or fraction thereof)
(v) for information provided in printed form at the price fixed for such publication or rupees two per page of photocopy for extracts from the publication.

12.10 The persons below poverty line are not required to pay any fee for seeking information.

12.11 The Appeal Rules notified by the Government of India prescribe the procedure for deciding appeals by the Central Information Commission. Similar rules have been notified by the States. The Central Rules, in particular, provide for the following aspects of the appeal:-

(i) Contents of the appeal
(ii) Documents to be enclosed with the appeal
(iii) Procedure for deciding appeal
(iv) Procedure for service of notice by the Commission
(v) Personal presence of the appellant
(vi) Order of the Commission

12.12 In order to ensure effective implementation of the provisions of the Act, the Government has issued instructions requiring all public authorities to update records, improve infrastructure and bring out necessary manuals as provided in the Act;
designate the first appellate authorities along with the Public Information Officers and publish their particulars; comply with the provisions regarding *suo-motu* disclosure; create a central point within the public authority to receive applications for information and appeals etc. The Government has also published Guides for the Information Seekers, the Central Public Information Officers, First Appellate Authorities and the Public Authorities. A website on RTI was also launched on 11 August, 2008 [www.rti.gov.in](http://www.rti.gov.in) containing valuable information on the Act. It contains circulars, notifications and Guides on RTI, search facility for locating CPIOs and Appellate Authorities in Central Government. It is also linked to other RTI related sites.

12.13 The Government through an independent organisation has conducted a study to so as to understand the issues and constraints related to the implementation of the RTI Act. Taking a cue from some of the early findings of the study, the Government has launched a Centrally Sponsored Scheme for “Strengthening, Capacity Building and Awareness Generation for the Effective Implementation of the RTI Act” during 2008-10 at the cost of Rs. 26.68 crores. The scheme aims at strengthening the State Information Commissions, training various stakeholders, creating awareness on RTI through media and intervention in educational medium.

12.14 The Central Information Commission was strengthened during the year by way of appointment of four new Commissioners. After the retirement of two Commissioners, the total number of Information Commissioners including the Chief Information Commissioner is now 7. Some additional posts were also created for the Commission.
13.1 The Department of Personnel and Training (DoPT), Government of India and United Nations Development Programme (UNDP) jointly implemented a Capacity Building Project for Civil Services during the mid nineties. It had four broad objectives, one of them under the Output IV concerned issues of women in civil services.

13.2 The UNDP assisted Project aimed at providing a technical support to review career development, placement and utilisation of women in higher public service, particularly at decision making levels and setting up an institutional mechanism to examine women’s issues in civil service regulations.

13.3 A number of activities were undertaken under this Project with regard to the Output IV as detailed below:

(i) training of a core group of resource persons in the Graduate School, USDA, Washington;
(ii) conducting a survey on gender and the civil services;
(iii) development of a curriculum for regional workshops by Administrative Training Institutes (ATI);
(iv) conducting ten regional Workshops by nine ATIs;
(v) final Workshop of Cadre Controlling Authorities of different Civil Services belonging to the Government of India; and
(vi) establishment of a Focal Point in the DoPT

13.4 Based on the Project Report, a Focal Point was set up in DoPT at the Desk of DS/ACC in 1998 which was transferred to Department of Administrative Reforms and Public Grievances (AR&PG) for some time and is now located in AR Division. The Focal Point was to operate through a network of nodal point to be located in various ministries/departments (initially at GOI level and eventually in various state governments).

13.5 The role of the Focal Point was defined in a Meeting convened by Secretary (P) on 6 May, 1998 as under:
(i) to anchor conduct of review of existing rules and regulations for possible
gender bias and discrimination against women and suggest corrective ac-
tion; and

(ii) to coordinate output flowing from various activities related to the issue requir-
ing policy formulation or issue of regulation and guidelines

13.6 As a follow-up action of the post-Project scenario, it was decided in June 2000 to
form a Steering Committee under the Chairmanship of Secretary (P) with the
following constitutions:

(i) Secretary – Chairperson, Ministry of Personnel, PG and Pensions

(ii) Additional Secretary – Vice Chairperson, Department of AR&PG

(iii) JS (Trg.), Department of Personnel and Training

(iv) Director (LBSNAA)

(v) Director General, YASHADA, Pune

(vi) Director, MP Academy. of Administration, Bhopal

(vii) Smt. (Dr.) Sarojini Thakur, Joint Secretary Department of Women and Child
Development

(viii) Smt. Vijayalakshmi Joshi, CVO, CAPART

(ix) Deputy Secretary (MM), Department of Personnel and Training

13.7 The Steering Committee had following terms of reference:-

(i) review of Rules and Regulations by ministries/departments/CCAs to remove
gender bias;

(ii) give adequate publicity to enable women to enter Government Service;

(iii) introduce training programmes on gender sensitization by all CCAs, as well
as activities originated by the Focal Point. It was also decided to follow-up on
the initiatives taken by the Department of Women and Child Development to
set up nodal points in all Ministries/Departments to handle and coordinate
gender related matters
13.8 At a meeting of Steering Committee held on 6 November, 2000 under AS (AR&PG), tentative minimum agenda was formulated and was circulated to CCAs on 19 February, 2001. At the next meeting of the Steering Committee held on 16 March, 2001, a 12 point minimum agenda (six item in phase I which can be implemented quickly and six in phase II, of long duration was finalised. A reporting mechanism was also devised to report/monitor action taken by the concerned Departments/CCAs.

13.9 An analysis of the data received from the CCAs in 2003, revealed that:-

(i) the representation of women in civil services, though much below the desired level, is steadily increasing;

(ii) all the CCAs try to accommodate husband/wife at the same place as far as possible;

(iii) there are no rules/regulations which permit gender bias/discrimination;

(iv) gender sensitising training programmes are conducted by most of the CCAs; and

(v) regarding setting up of Daycare centers/créches, such facilities are provided on the basis of request received in consultation with women staff.

13.10 Special steps have been taken to ensue that women officers get adequate representation in this training programmes of the DoPT. During the year 2008-09, 9 women officers were deputed for long term training programmes while 26 women officers were deputed for short term training programmes under the Domestic Funding Scheme. Similarly, the application of five women officers were approved for partial funding assistance to pursue foreign study under the Partial Funding component of the DFFT Scheme.

13.11 To ensure that women officers get adequate representation in the higher echelons of management, attention is paid during empanelment of officers to the Joint Secretary rank to include women officers.

13.12 To facilitate posting of couples in the same station, it has been approved that in the case of women officers, whose spouses are posted under the Government of India,
the ‘cooling off’ period may be waived up to six months so that she may get a posting at the station where her husband is posted.

13.13 A total number of 317 appointments of Chairman-cum-Managing Directors (CMDs), MDs, Executive Directors, Functional Directors, Non-Official Directors were made on the Board of Public Sector Undertakings and Banks/Financial Institutions during the period from 1st January 2008 to 31st December 2008. During the same period, 150 appointments were made at the level of General Managers/Additional General Managers/ Members/Additional Members/Chairman/ Vice-Chairman/Chief Secretary Commissioners. In addition, promotion/empanelment for appointments to the Higher Administrative Grade in Rs. 22400 – 24500/Rs.24050-26000 to various Group ‘A’ Services under the Ministry of Railways was done during the same period. 3 appointments were made at the level of Chairman and Member in the Autonomous Bodies. 129 Secretary level and equivalent, 94 Additional Secretary level and equivalent, 380 Joint Secretary level and equivalent, 566 Director level and equivalent and 147 Deputy Secretary level and equivalent officers stand posted under the Central Staffing Scheme as on 31st December, 2008. A total 1142 officers were approved for appointment (including promotion and deputation) to posts, of and above the level of Joint Secretary, in various organized Central Services which are not included in the Central Staffing Scheme, and postings in various Indian Embassies/Missions abroad.

SPECIAL PROVISIONS

13.14 The following special provisions were made:

(i) As per the guidelines of allocation, women employees are to be allotted to a successor State as per their option only (whereas the men are allotted on the basis of option, domicile and junior in their cadre).

(ii) To mitigate the difficulties, guidelines have been issued to allot wife and husband to anyone of the successor State as per their option.

OTHER PROVISION

13.15 The other provisions are:

(i) Issuing of guidelines to allot the physically handicapped employees as per their option only
1.(ii) Employees with the following medical problems are allocated based on their option, as far as possible:-

(a) Cancer patient- Self or family
(b) Blindness- Self only
(c) Heart By-pass surgery –Self only if done within two years from the date of representation is considered by the Committee.
(d) Kidney Transplantation/Kidney failure and continuing on dialysis- Self or family
(e) Mental illness - Self or family, restricted to indoor treatment for at least three months.

In the above medical hardship cases the definition of family has been expanded to include the dependent parents as well.

SPECIAL FACILITIES TO WOMEN GOVT. EMPLOYEES

13.16 The following special facilities have been given to women government employees:-

i a female government employee with less than two surviving children is granted Maternity Leave for 180 days. In continuation of the maternity leave she can also take leave for a period of two years. In case of miscarriage including abortion the government servant is entitled to leave not exceeding 45 days during entire service;

ii women employees having minor children can avail child - care leave for a maximum period of two years (i.e. 730 days) during their entire service for taking care of upto two children whether for rearing or to look after any of their needs like examination, sickness etc. In continuation of the Child - Care Leave she can also take leave for a period of one year;

iii women employees with disabilities are paid Rs.1000/- p.m. as Special Allowance for child - care. The allowance is payable from the time of the child - birth till the child is two years old for a maximum of two children;

iv day - care centres/crèches in offices or major residential areas of employees are set up as a welfare measure;
v the government has issued detailed instructions to its offices to ensure the posting of husband and wife at the same station to enable them to lead normal family life and to ensure the education and welfare of their children;

vi a female government employee with less than two surviving children is granted on valid adoption of a child below the age of one year child adoption leave for a period of 135 days. In continuation of the adoption leave a female Govt. servant can also take leave for a period of one year;

vii the Directorate of Estates maintains a separate pool for the married/single women in government house allotment;

viii Rule 3.3(C) of the Central Civil Services (Conduct) Rules 1964 explicitly prohibits acts of sexual harassment of any women at her work place. For this purpose, “Sexual Harassment” includes such unwelcome sexually determined behaviour, whether directly or otherwise, as (a) physical contact and advances, (b) demand or request for sexual favours, (c) sexually coloured remarks, (d) showing any pornography or (e) any other unwelcome physical, verbal or non-verbal conduct of a sexual nature;

ix Rule 13-A of the said rules says, no government servant shall-

a Give or take or abet the giving or taking of dowry;

b Demand directly or indirectly, from the parent or guardian of a bride or bridegroom, as the case may be, any dowry.

x where a widow is appointed on compassionate ground to a Group ‘D’ post, she will be exempted from the requirement of possessing the educational qualifications prescribed in the relevant rules provided the duties of the post can be satisfactorily performed by her without possessing such educational qualifications;

xi all India Service lady officers borne on the North East cadres may be allowed to go on inter cadre deputation after completion of six years of actual service in the North East. Such lady officers would also be eligible for deputation for a maximum of nine years instead of five years. The lady officers would have the flexibility to utilize the maximum allowable period of inter cadre deputation in two spells instead of one;
xii in case of marriage between an All India Services lady officer borne on the North East cadre and an officer of another cadre, the lady officer would be mandatory accommodated in the cadre of her spouse, if she so opts; and

xiii inter cadre transfer is permitted for members of All India Service officers on marriage to another member of All India Service where the officer or officers concerned have sought a change.
14.1 The States Reorganization Act, 1956, and subsequent Acts regarding Reorganisation of states and union territories bestow powers with the Central Government Ministry of Personnel, Public Grievances and Pensions for allocation of state government employees of state cadre (other than All India Service) between the successor states/union territories.

14.1.2 The three states viz., Chhattisgarh, Uttarakhand and Jharkhand were created out of the erstwhile States of Madhya Pradesh, Uttar Pradesh, and Bihar respectively with the issuance of notification of following Acts on 25 August, 2000:-

- The Madhya Pradesh Reorganisation Act, 28/2000
- The Uttar Pradesh Reorganisation Act, 29/2000
- The Bihar Reorganisation Act, 30/2000

14.1.3 The Central Government had constituted State Advisory Committees (SAC) in accordance with the guidelines, to advise the central government in the matter of allocation of employees between the successor states. The progress of allocation of employees in respect of three states are given below:-

**MADHYA PRADESH AND CHHATTISGARH**

14.2 Based on the recommendation of SAC, the allocation of all the 1,68,000 state government employees of state cadre other than All India Services between the successor states was completed in September, 2005. The representations of some of the aggrieved employees were considered by another SAC headed by Shri K.S. Sharma. Decisions of the Committee on the representations were communicated to the MP State Government for implementation. During 2007 another Committee was constituted under the Chairmanship of Joint Secretary, DOPT to consider the representations of the State Government employees, in compliance of the direction of Hon’ble High Court of Chhattisgarh at Bilaspur. The representations of the employees covered by the order dated 17 April, 2007 are being considered by the Committee. This Committee has held nine meetings so far. As on date about 297 writ petitions filed by the aggrieved employees are pending in different High Courts...
of Madhya Pradesh and Chhattisgarh and in 30 cases directions/decisions of the Courts are to be complied with.

**UTTAR PRADESH AND UTTARAKHAND**

14.3 Allocation of 10, 98,000 state government employees of state cadre between UP and Uttarakhand is going on. Allocation in respect of nine departments / cadres out of 115 are still to be completed. Employees belonging to the hill sub-cadre were allocated to Uttrakhand by a general order dated 11 September, 2001. So far SAC has held 69 meetings. The SAC reconstituted under the Chairmanship of Shri S.A.T. Rizvi, IAS (Retd.), is considering allocation in respect of remaining 9 departments/ sub departments and deferred cases. The terms of the Committee is going to expire on 31 December, 2008. This has now been extended upto June, 2009 to complete the allocation process. Another Committee under the chairmanship of Dr. S.K. Sarkar, Joint Secretary, DoPT is considering the grievances of the aggrieved employees of the Departments where the allocation process has already been completed. A total of 1088 Court cases are pending in different High Courts of the two states. Constant efforts are being made to get the cases disposed of as expeditiously as possible.

**BIHAR AND JHARKHAND**

14.4 The allocation of 1,08,000 state government employees of the state cadre, between Bihar and Jharkhand is almost complete except allocation of about 1000 employees deferred/left over cases and is expected to be completed towards the middle of 2009. The SAC in Bihar was discontinued w.e.f. 1 July, 2008. To consider the pending deferred/left over cases, a Committee under the Chairmanship of Dr. S.K. Sarkar has been constituted. In order to expedite nearly 262 pending cases in the High Courts, information has been called for from the States and constant efforts are being made to dispose of these cases.

**GUIDELINES**

14.5 Allocation of state government employees between the successor states is being done in accordance with the guidelines on reorganisation. The guidelines are revised from time to time to meet the changing circumstances.
OTHER ISSUES

14.6 All the court cases pending in different High Courts were computerised and placed in the computerised monitoring system. The Central Government Counsels in High Courts of Bilaspur, Allahabad, Lucknow, Nainital and Jabalpur were apprised of the latest guidelines of reorganization and also various landmark judgements of High Courts and the Apex Court for early disposal of Writ Petitions. High Court of Allahabad Bench at Lucknow has dismissed 189 number of writ petitions on 12 November, 2007.
15. The Union Public Service Commission (UPSC) and the Staff Selection Commission (SSC) are the two designated recruitment agencies administered by the central government. While the UPSC is a Constitutional body set up under Article 315 of the Constitution, the Staff Selection Commission (SSC) has been set up by a Resolution of the Government and it has the status of an attached office of the Department of Personnel and Training.

SET UP AND FUNCTIONS OF UNION PUBLIC SERVICE COMMISSION

15.1. The Union Public Service Commission comprise a Chairman and ten Members. As on 11 December, 2008, the full complement of the Chairman and ten Members are in position. With effect from 1 May, 2007, the Chairman/Members of the Commission have been given the status of Chief Election Commissioner/Election Commissioner with regard to their pay and perquisites.

15.1.1 The UPSC makes recruitment for All India Service, Group ‘A’ Central Civil Services/posts, and Group ‘B’ Gazetted posts in ministries/departments of the central government. The Commission also conducts the examination for recruitment of Commissioned officers in the Defence forces. Some union territories (UTs) also avail the services of the Union Public Service Commission for recruitment to the posts under the UT.

15.1.2 The functions of the Commission are as specified in Article 320 of the Constitution. Article 323 of the Constitution provides for submission of an Annual Report on its working by the Commission and its laying before the Parliament by the Government. The latest (58th) Annual Report of the UPSC was laid on the Table of Lok Sabha and Rajya Sabha on 10 and 11 December, 2008 respectively.

15.1.3 During the period 1 April, 2007 to 31 March, 2008, under the recruitment through examination method, the Commission conducted 13 examinations, nine for recruitment to civil services/posts and four for Defence Services; a total of 10,99,634
applications were received and processed; 4,184 candidates interviewed for civil services/posts (interviews for Defence Services were conducted by SSB of Ministry of Defence) and 2,889 candidates recommended for appointment to various posts, 1,466 for civil services/posts and 1,423 for Defence Services/Posts. During this period, the Commission revised the scheme of the Combined Medical Services Examination to be effective from the Combined Medical Services Examination, 2008. During this period, it was also decided to increase the number of attempts in Civil Services Examinations for general category differently-abled candidates from four to seven to be effected from the Civil Services Examination, 2008. During this period, the syllabi prescribed for General Studies papers and all the optional papers except the literature papers of Languages under the scheme of Civil Services (Main) Examination were revised in consultation with academic experts. The revised syllabus has been given effect from the Civil Services Examination, 2008. The UPSC has displayed in its website various details about its working and matters relating to the examinations conducted by it. The UPSC has also an Information and Facilitation Counter to help the candidates for any queries and submission of applications, etc.

15.1.4 The Parliamentary Standing Committee for Personnel, Public Grievances, Law and Justice has taken up the subject of ‘Working of UPSC’ and the Committee took oral evidence of Senior Officers from the Department of Personnel and Training and the UPSC through few sessions of meetings. The report of the Committee is yet to be received.

SET UP AND FUNCTIONS OF STAFF SELECTION COMMISSION

15.2 The set up of Staff Selection Commission (SSC) comprises its headquarters located in New Delhi and nine regional/sub regional offices located at different parts of the country. The headquarter comprises one chairperson, two members, one secretary-cum-controller of examinations and other supporting officers and staff. The regional offices are headed by regional directors and sub-regional offices by deputy directors. The sanctioned strength of SSC including regional offices is 496, consisting of 42 Group ‘A’ and 163 Group ‘B’ officers in addition to 291 Group ‘C’/ ‘D’ officials.
15.2.1 The jurisdiction of the various Regional Offices is as under:-

<table>
<thead>
<tr>
<th>S.NO.</th>
<th>REGION</th>
<th>JURISDICTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Northern Regional Office At New Delhi</td>
<td>NCT of Delhi, Rajasthan and Uttaranchal</td>
</tr>
<tr>
<td>2.</td>
<td>Central Regional Office At Allahabad</td>
<td>Uttar Pradesh, Bihar</td>
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<tr>
<td>3.</td>
<td>Western Regional Office At Mumbai</td>
<td>Gujarat, Maharashtra, Goa and Union Territories of Dadar and Nagar Haveli and Daman and Diu</td>
</tr>
<tr>
<td>4.</td>
<td>Eastern Regional Office At Kolkata</td>
<td>West Bengal, Orissa, Sikkim, Jharkhand and Union Territory of Andaman and Nicobar Islands</td>
</tr>
<tr>
<td>5.</td>
<td>North-Eastern Regional Office At Guwahati</td>
<td>Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland and Tripura</td>
</tr>
<tr>
<td>6.</td>
<td>Southern Regional Office At Chennai</td>
<td>Andhra Pradesh, Tamil Nadu and Union Territory of Pondicherry</td>
</tr>
<tr>
<td>7.</td>
<td>Kerala-Karnataka Regional Office At Bangalore</td>
<td>Karnataka-Kerala and Union Territory of Lakshadweep</td>
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<tr>
<td>8.</td>
<td>Madhya Pradesh Sub-Regional Office At Raipur</td>
<td>Madhya Pradesh and Chhattisgarh</td>
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<tr>
<td>9.</td>
<td>North-Western Sub-Regional Office At Chandigarh</td>
<td>Jammu and Kashmir, Himachal Pradesh, Haryana, Punjab and UT of Chandigarh</td>
</tr>
</tbody>
</table>

Recruitments

15.2.2 The following is the statement containing details of All India level open examinations conducted by the Staff selection Commission during the period 1 April, 2008 to 31 March, 2009:-
<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>No. of exam conducted for civil Services.</th>
<th>Date of Exam</th>
<th>Date of Result cations</th>
<th>No. of appli- dates received and proce ssed.</th>
<th>No. of candi- abled recommend-ed for appoint- ment</th>
<th>No. of differently- candidates recommende `for appointment</th>
<th>No. of SC/ST/OBC candidates recommended against each of the examination conducted by the Commission</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Combined Graduate Level (Main) Examination-200</td>
<td>4,5,11 and 12.8.07</td>
<td>Scheme- A 627.2.09</td>
<td>Scheme-A R-40705 P-27398 Scheme-B 17.3.09 R-40696 P-29999</td>
<td>Scheme-A 3411 R-40705 P-27398 Scheme-B 1630</td>
<td>61</td>
<td>10</td>
</tr>
<tr>
<td>2</td>
<td>Section Officer (Commercial Audit) Examination - 2007</td>
<td>30.9.07</td>
<td>10.4.08</td>
<td>R-49983 P-29255</td>
<td>240</td>
<td>4</td>
<td>Nil</td>
</tr>
<tr>
<td>3</td>
<td>Deputy Field Officer (Telecommunica- tion) Examination - 2007</td>
<td>17.11.07</td>
<td>13.6.08</td>
<td>R-12760 P- 6824</td>
<td>49</td>
<td></td>
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</tr>
<tr>
<td>Sl. No.</td>
<td>No. of exam conducted for civil Services.</td>
<td>Date of Exam</td>
<td>Date of Result cations</td>
<td>No. of appli- dates received and proce ssed.</td>
<td>No. of candi- abled recomm- end-ed for appointment</td>
<td>No. of differently- candidates recommen-de for appointment</td>
<td>No. of SC/ST/OBC candidates recommended against each of the examination conducted by the Commission.</td>
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<td>4</td>
<td>Sub-Inspector in Central Police Organi- sation Exami- nation - 2007</td>
<td>16.12.07</td>
<td>1.5.08</td>
<td>R-69054 P-40799 Male-34673 Female-2426 (qualified for PET on the basis of written exam) PH candidate not eligible</td>
<td>Male 7210 Female 559 Male 6813 Female 417 Male 9191 Female 571</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Section Officer (Audit) Exam- ination– 2007</td>
<td>6.1.08</td>
<td>2.12.08</td>
<td>R-217493 P-128639 248</td>
<td>4</td>
<td>3</td>
<td>Nil 38 Male 68</td>
</tr>
<tr>
<td>6</td>
<td>Junior Engineer (Civil and engineering)</td>
<td>27.4.08</td>
<td>Written part 4.12.08</td>
<td>R-19640 P-9441 Final Result awaited</td>
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<tr>
<td>Sl. No.</td>
<td>No. of exam conducted for civil Services.</td>
<td>Date of Exam</td>
<td>Date of Result</td>
<td>No. of applicants received and processed.</td>
<td>No. of candidates recommended for appointment</td>
<td>No. of differently-candidates recommended for appointment</td>
<td>No. of SC/ST/OBC candidates recommended against each of the examination conducted by the Commission.</td>
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<tr>
<td>1</td>
<td>Electrical Examination, -2008</td>
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<tr>
<td>7</td>
<td>Statistical Investigator Grade .III and Compiler Examination -2008</td>
<td>15.6.08</td>
<td>20.10.08</td>
<td>R-18614 P-10476 Investigator-217 Compiler-763</td>
<td>Nil 1 Nil 29 7 Nil 100 Nil 42 188 763</td>
<td>26 11 58 2898 Nil 147 12077 8339 18476</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Combined Graduate Level (Preliminary) Examination -2008</td>
<td>27.7.08</td>
<td>23.10.08</td>
<td>R-291550 P-205297 64548 (Qualified for Main)</td>
<td>2898 Nil 147 12077 8339 18476</td>
<td>26 11 58 2898 Nil 147 12077 8339 18476</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Accountants. In Aand</td>
<td>21.9.08</td>
<td>2.12.08</td>
<td>P-1800</td>
<td>15</td>
<td>Nil</td>
<td>Nil</td>
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<tr>
<td>Sl. No.</td>
<td>No. of exam conducted for civil Services.</td>
<td>Date of Exam</td>
<td>Date of Result cations</td>
<td>No. of applicants received and processed.</td>
<td>No. of candiabed recommended for appointment</td>
<td>No. of differently-candidates recommended for appointment</td>
<td>No. of SC/ST/OBC candidates recommended against each of the examination conducted by the Commission</td>
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<td>N Admin.-2008</td>
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<tr>
<td>10</td>
<td>Sub-Inspector in Central Police Organis ation Examination - 2008</td>
<td>9.11.08</td>
<td>—</td>
<td>R-64332 P-38468</td>
<td>Result Awaited</td>
<td>Result Awaited</td>
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</tr>
<tr>
<td>11</td>
<td>Section Officer (Audit) Examination – 2008</td>
<td>17.11.08</td>
<td>—</td>
<td>R-224420 P-122624</td>
<td>Result Awaited</td>
<td>-do-</td>
<td>Result Awaited</td>
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<tr>
<td>12</td>
<td>Combined Graduate Level (Main) Examination</td>
<td>21.22 and 28.2.09</td>
<td>—</td>
<td>Scheme A R-63895 P-33534</td>
<td>Result Awaited</td>
<td>-do-</td>
<td>Result Awaited</td>
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<tr>
<td>Sl. No.</td>
<td>No. of exam conducted for civil Services.</td>
<td>Date of Exam</td>
<td>Date of Resultations</td>
<td>No. of applicates received and processed.</td>
<td>No. of cандidated recommend-ed for appointment</td>
<td>No. of differently-candidate-recommendede for appointment</td>
<td>No. of SC/ST/OBC candidates recommended against each of the examination conducted by the Commission</td>
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<tr>
<td>1</td>
<td>nation— 2008</td>
<td>1.3.09</td>
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<td></td>
<td>Scheme B R-63870 P-40815</td>
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</tr>
<tr>
<td>13.</td>
<td>Combined Matric Level (Main) Exam, 2006 for posts mentioned in 13(a)-(f) (Prel.Exam declared on 22-1-2007. Candidates registered was 925606 and actually appeared was 683731).</td>
<td>12-13th May, 2007</td>
<td>Final result 23-07-08</td>
<td>R-31513 P-19367</td>
<td>2245</td>
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<tr>
<td>Sl. No.</td>
<td>No. of exam conducted for civil Services.</td>
<td>Date of Exam</td>
<td>Date of Result</td>
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<td>No. of candidates recommended for appointment</td>
<td>No. of differently-handicapped candidates recommended for appointment</td>
<td>No. of SC/ST/OBC candidates recommended against each of the examination conducted by the Commission</td>
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<tr>
<td>13(a)</td>
<td>LDC (X-Group)</td>
<td>-do-</td>
<td>-do-</td>
<td>-do-</td>
<td>435</td>
<td>---</td>
<td>24 29 139</td>
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<tr>
<td>13(b)</td>
<td>LDC (Y-Group)</td>
<td>-do-</td>
<td>-do-</td>
<td>-do-</td>
<td>910</td>
<td>30 01</td>
<td>91 53 330</td>
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<tr>
<td>13(c)</td>
<td>Grade ‘D’ Steno (X-Group)</td>
<td>-do-</td>
<td>-do-</td>
<td>-do-</td>
<td>376</td>
<td>06</td>
<td>41 13 115</td>
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<tr>
<td>13(d)</td>
<td>Grade ‘D’ Steno (Y-Group)</td>
<td>-do-</td>
<td>-do-</td>
<td>-do-</td>
<td>351</td>
<td>06</td>
<td>19 06 115</td>
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<tr>
<td>13(e)</td>
<td>Grade ‘C’ Steno (X-Group)</td>
<td>-do-</td>
<td>-do-</td>
<td>-do-</td>
<td>55</td>
<td>02</td>
<td>01 12 15</td>
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<tr>
<td>13(f)</td>
<td>Grade-III Steno in CBDT</td>
<td>-do-</td>
<td>-do-</td>
<td>-do-</td>
<td>118</td>
<td>01</td>
<td>02 17</td>
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<tr>
<td>16.</td>
<td>Combined Matric Level (Main) Exam, 2008 (Preliminary exam held)</td>
<td>27-28 Sept, 2008</td>
<td>Final Result Awaited</td>
<td>R-67205 P-50604</td>
<td>Final result awaited</td>
<td></td>
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<tr>
<td>Sl. No.</td>
<td>No. of exam conducted for civil Services.</td>
<td>Date of Exam</td>
<td>Date of Resultations</td>
<td>No. of applicants received and processed.</td>
<td>No. of differently-abled candidates recommended for appointment</td>
<td>No. of SC/ST/OBC candidates recommended against each of the examination conducted by the Commission</td>
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<td></td>
</tr>
<tr>
<td>1</td>
<td>on 30.3.2008 candidates registered 643435 and actually appeared 462413).</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Data Entry Operator Exam, 2008</td>
<td>31-08-2008</td>
<td>Written part declared on 20-01-2009</td>
<td>R-252955 P-169965</td>
<td>Final result awaited</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Tax Assistant (Re-Exam) Exam, 2008</td>
<td>29-03-2009</td>
<td>Written result awaited</td>
<td>R-195000 P-Yet to be compiled</td>
<td>Written result awaited</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Legend: ‘R’ for Registered candidates, ‘P’ for Present candidates

15.2.3 The SSC conducted following Departmental examinations during the period 1 April, 2008 to 31 March, 2009:-
<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>No. of exam conducted for civil Services.</th>
<th>Date of Exam</th>
<th>Date of Result cations</th>
<th>No. of appli-cates received and proceessed.</th>
<th>No. of candi-abled recommend-ed for appointment</th>
<th>No. of differently-candidates recommended for appointment</th>
<th>No. of SC/ST/OBC candidates recommended against each of the examination conducted by the Commission.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>U D Grade Ltd. Deptt. Compt. Exam., 2007</td>
<td>25.02.07</td>
<td>30.5.08</td>
<td>Registered 925 Appeared-639</td>
<td>135</td>
<td></td>
<td>OH</td>
</tr>
<tr>
<td>2</td>
<td>Gr. “C” Ltd. Deptt. Compt. Exam., 2007</td>
<td>01.07.07</td>
<td>30.01.09</td>
<td>Registered 933 Appeared-787</td>
<td>57</td>
<td></td>
<td>OH</td>
</tr>
<tr>
<td>3</td>
<td>Clerks Depttl. Exam (for Group ‘D’staff), 2007</td>
<td>23.12.07</td>
<td>13.05.08 for AFHQ and IFS Cadre 04.02.09 for CSCS</td>
<td>Registered 1108</td>
<td>93</td>
<td>00</td>
<td>Grade</td>
</tr>
<tr>
<td>4</td>
<td>Gr. “C” Ltd. Deptt. Compt. Exam.,2008</td>
<td>17.08.08</td>
<td>Awaited</td>
<td>Registered 701 Appeared-591</td>
<td>remotely inaccessible</td>
<td></td>
<td>OH</td>
</tr>
</tbody>
</table>
15.2.4 The data regarding recruitment to Group B and Group C posts by Selection by all the regions of SSC for the period from 1.4.2008 to 31.3.2009 are given below:-
**Group ‘B’**

<table>
<thead>
<tr>
<th>Vacancies Advertised</th>
<th>No of candidates applied</th>
<th>No of vacancies for which interviews/skill test conducted</th>
<th>No of candidates Called for Interview/skill test</th>
<th>No of candidates Appeared</th>
<th>No of candidates recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Male</td>
</tr>
<tr>
<td>179</td>
<td>3935</td>
<td>*36</td>
<td>520</td>
<td>270</td>
<td>28</td>
</tr>
</tbody>
</table>

* Recruitment for the remaining vacancies advertised is at different stages of process.

**Group ‘C’**

<table>
<thead>
<tr>
<th>Vacancies Advertised</th>
<th>No of candidates applied</th>
<th>No of vacancies for which interviews/skill test conducted</th>
<th>No of candidates Called for Interview/skill test</th>
<th>No of candidates Appeared</th>
<th>No of candidates recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Male</td>
</tr>
<tr>
<td>446</td>
<td>49476</td>
<td>*352</td>
<td>6221</td>
<td>2627</td>
<td>190</td>
</tr>
</tbody>
</table>

* Recruitment for the remaining vacancies advertised is at different stages of process.

**INFORMATION AND FACILITATION COUNTER**

15.3 An Information and Facilitation Counter of the Commission is working since October 1999. This is for large public-interface, transparency in administration easy and speedy access to information for candidates in connection with the examinations conducted by the Commission including receipt of applications in person and issue of duplicate admit cards where necessary. The Facilitation Counter also receives applications for information under the RTI Act to be given by the CPIO/Appellate Authority in the Commission.

15.3.1 The approximate activities handled at the Facilitation Counter during 1 April, 2008 to 31 October, 2008 are as under :-

i Telephone enquiries handled during the period 12500 approx
ii Personal enquiries including issue of duplicate admission cards to candidates 4700 approx

iii Applications received at counter during the period 1,25,000 approx

PROGRESSIVE USE OF HINDI IN COMMISSION’S WORK

15.4 The SSC not only complies with provisions of the Official Languages Act, 1963 and Official Language Rule, 1976 in its functioning but also gives importance for the increased use of Hindi by its employees. The regional office of SSC at Guwahati was awarded Official Language (Running) Shied for excellent performance in implementation of Official language Policy. During the Hindi Fortnight organised from 14 September, 2008 to 26 September, 2008, various competitions like Essay writing, Typing test, Noting and Draft, Poem Recitation, Extempore Speech and Quiz in Hindi were organised and Cash awards and certificates were distributed to the winners by the Secretary (Personnel).
CHAPTER - 16

PUBLIC ENTERPRISES SELECTION BOARD

16.1 The Public Enterprises Selection Board (PESB) is a high powered body constituted by Government of India Resolution dated 3 March, 1987 which was subsequently amended from time-to-time, the latest being on 11 November, 2008. The PESB has been set up with the objective of evolving a sound managerial policy for the Central Public Sector Enterprises and, in particular, to advise government on appointment to their top management posts. The PESB is headed by a full-time chairman with three members.

16.1.1 The specific functions assigned to the PESB include the following:-

- to be responsible for the selection of personnel for the posts of Chairman, Managing Director or Chairman-cum-Managing Director and Functional Director in PSEs as well as in posts at any other level as may be specified by the government.

- to advise the government on matters relating to appointments, confirmation or extension of tenure and termination of services of the personnel of the above mentioned levels.

- to advise government on the desired structures at the Board level, and, for senior management personnel, for each PSE or group of PSEs.

- to advise the government on a suitable performance appraisal system for both the PSEs and the managerial personnel in such enterprises.

- to advise government on formulation and enforcement of a code of conduct and ethics for managerial personnel in PSEs to build data bank containing data relating to the performance of PSEs and their officers.

- to advise the government on evolving suitable training and development programmes for managerial personnel in PSEs.

- to build data bank containing data relating to the performance of PSEs and their officers.
16.1.2 During the financial year 1 April, 2007 to 31 March, 2008 and 1 April, 2008 to 31 March, 2009, the PESB held 164 and 142 meetings which including 79 meetings of joint appraisal for extension/non-extension/confirmation of tenure of Board Level executives and made 73 recommendation for posts of Chief Executives and 172 for full-time Functional Directors in the Central Public Sector Enterprises. During this period, the PESB also made 37 recommendations for appointment of non-official part time Directors on various PSUs.

16.1.3 Keeping in view the specific role assigned to the PESB vide Government of India Resolution dated 3 March, 1987, the administrative ministries/departments have been advised to invariably consult the PESB in all cases where appointments have been made on the recommendations of the PESB, before issuing confirmation orders and extension of tenures of Board level incumbents.
17. There are two premier training institutions under the Department of Personnel and Training. One for the higher civil services in India which imparts induction level and in-service training and another for the officers of the Central Secretariat Services. Apart from these two, one autonomous organization registered under the Societies Registration Act XXI of 1860 is also in operation under the Department of Personnel and Training. The details of these institutions are as under:

**LAL BAHADUR SHASTRI NATIONAL ACADEMY OF ADMINISTRATION (LBSNAA)**

17.1. The Lal Bahadur Shastri National Academy of Administration (LBSNAA), Mussorie is the premier training institution for the higher civil services in India. The Academy imparts induction level and in-service training. A common Foundation Course (FC) is held for entrants to All India Services and all Group “A” services of the Union. After the Foundation Course the professional training is conducted for regular recruits of the Indian Administrative Service (IAS) and members of the Royal Bhutan Service. The Academy also conducts in-service training courses for members of the IAS and officers promoted to the IAS from the state civil services, as well as workshops and seminars on policy issues.

17.1.2 The Academy has developed a vision statement through a process of intensive discussions with all stakeholders. The vision statement reads:

"We seek to promote good governance, by providing quality training towards building a professional and responsive civil service in a caring, ethical and transparent framework."

17.1.3 LBSNAA seeks to inculcate among civil servants exemplary attitudes and values expected in public services. A primary aim of the training is to positively influence in the brief period available during training, the attitudes and values of intelligent young persons in their mid-twenties, who come from a wide variety of backgrounds.

**COURSES**

17.2 The Foundation Course is essentially knowledge centred; the professional courses
are fundamentally skill oriented and the in-service courses are mainly directed towards enhancement of policy formulation capabilities for assuming senior positions in the Government.

**FOUNDATION COURSE (15 WEEKS)**

17.2.1 This course is intended for members of the All India Services, (the Indian Administrative Service, the Indian Police Service and the Indian Forest Service) and the various Central Services (Group-A) of the Union. It is a fifteen-week course which is conducted from September to December every year. The course aims at imparting a basic understanding of the constitutional, political, socio-economic and legal framework of the country; and also fostering greater co-ordination among the members of the different public services by building esprit-de-corps and cultivating an attitude of co-operation and inter-dependence.

17.2.2 The course endeavours to make the officer trainees professional in their approach and aware of the challenges and opportunities within the civil service. It is structured to familiarize the new entrants in the government with the environment of political, economics and administrative issues, through a well-defined syllabus. A revised syllabus was introduced from the 74th Foundation Course. The objectives of the course were also extensively revised and the emphasis was laid on right values, ethical standards, norms of behaviour and personal conduct expected of civil servants; developing qualities such as sensitivity to social problems and to the poor, responsiveness to changing democratic needs and expectations of citizens; accountability to ensure high job performance; commitment to democratic values and the concepts of partnership and participative decision making. Concurrent evaluation based on tests, quizzes, assignments and reports was also introduced.

**MODULAR FORMAT OF TRAINING**

17.3 The Academy is now increasingly moving towards a modular format of training. Some of the modules conducted are: administrative accountability underpinning the need to be more accessible, accountable and transparent; self-awareness-covering areas of personal ethics and behaviours; principles and issues in ethics; ethics and administration; leadership qualities and motivation; disabilities- including a field visit to the national institute for visually handicapped, social sector, poverty and it's manifestation, and the government programmes, issues in gender, etc.
There is, however, a constant and underlying emphasis in all academic and co-curricular inputs to drive home the message of being non-arrogant, more accessible and humane in their approach to the citizens. The main activities organized during the Foundation Courses are:

(i) Village Visit Programme: This is organized for a period of one week in order to sensitize the officer trainees to the reality of rural India, through a structured study of a village. The objective of the visit is to assess the dynamics of the socio-economic-political situation existing in the villages, understand the problems faced by villagers especially the deprived sections of the women and poor, and recognize the importance of the need to learn from the people in evolving solutions. A module on Participatory Rural Appraisal is also conducted prior to the village visit in order to enable better interaction with the villagers. Individual and group reports are also presented by the officer trainees (OTs) after they return. This visit has been consistently found to be very useful as a sensitization methodology by the officer trainees.

(ii) Trek in the Himalayas: The objective of trek is to inculcate the spirit of adventure and to strengthen the esprit-de-corps in the officer trainees. The trek is also a significant learning experience in group dynamics, interpersonal relations, humanism, courage, endurance, love and respect for nature. The nine-day trek in tough conditions increases solidarity among the trainees and is considered an important component of the training programme.

17.3.1 Extra curricular activities are conducted in the afternoons in order to impart skills other than purely academic to the trainees in recognition of the need for an officer to have diverse interests and a well-rounded personality.

17.3.2 To provide a forum for, and inculcate the talents of the OT’s, various cultural programmes are organized. The A.K. Sinha One Act Play Competition tests the acting skills of the trainees. Apart from that, cultural programmes and zonal days are organised to instill a sense of the diversity and oneness of the country. The trainees themselves highlight the cultural traditions of various parts of the country through exhibitions, cuisine and folk dances, etc. A Fete is organized in order to inculcate the spirit of entrepreneurship among the trainees. The proceeds go to the
TRAINING INSTITUTES

Social Services Society which organizes outdoor clinics for the poor TB patients of Mussoorie and surrounding areas, including rickshaw pullers; and runs a school “Balwadi” for the poor children. Blood donation camps are organised twice a year where enthusiastic participation from the probationers is seen.

17.3.3 During 2007, one Foundation Course viz., 81st Foundation Course was organised and in the following year one Foundation Course viz., 82nd Foundation Course was organised from 1 September to 12 December, 2008. One Parallel Foundation Course for the allied services was also organised at the Dr. MCR Institute of Human Resource Development of Andhra Pradesh, Hyderabad

IAS PROFESSIONAL COURSE, PHASE–I (26 WEEKS)

17.4 After completion of the Foundation course, the IAS officer trainees and trainees of Royal Bhutan Civil Service undergo the Professional Course Phase-I for 26 weeks. This course aims to develop and hone the professional skills in handling a large range of responsibilities that an officer shoulders within the first ten years of service. An emphasis is laid on the understanding of public systems and their management, together with grounding in public administration, law, economics and computer applications. During the first part of Phase-I, the officer trainees are sent on a nine week Winter Study Tour [Bharat Darshan] comprising attachments with the three armed forces, public sector, private sector units, municipal bodies, voluntary agencies, specially those working in difficult conditions, and civil administration in insurgency affected areas, etc. The officer trainees are required to maintain a detailed account of their activities and visits by means of a daily diary, which is used for assessment. They are also required to make presentations on their experience and learning upon their return.

17.4.1 These exposures give the officers an opportunity to experience the diverse mosaic of our country. They also get an opportunity to see and understand closely the functioning of various organisations. The stay at villages as part of the Winter Study Tour and exposure to grass root realities of our country sensitizes the officer trainees to the plight of the citizenry. Interaction with grass-root level political executive also sharpens their understanding of democratic institutions. Stress is laid on local self-government institutions being respected and helped as facilitators in the process of development.
DISTRICT TRAINING (52 WEEKS)

17.5 During the District Training the officer trainee learns about the various facets of administration at the district level. During this period they are under the direct control of the District Collector and the state government. They get an opportunity to get first hand knowledge of the work of the Collector/District Magistrate and various other institutions in the state government. They may also get an opportunity of holding independent charge as tehsildar/mamlatdar, sub divisional magistrate, block development officer, district development officer or chief executive officer of municipality.

IAS PROFESSIONAL COURSE PHASE-II (8 WEEKS)

17.6 While theoretical concepts are sought to be imparted in the Foundation and Phase-I courses, the ground level realities are studied during the District Training. Phase-II is a time to share the experience gathered, as all the officer trainees return to the Academy from different districts of the country. The course content of Phase-II is designed to consolidate the learning and assimilation of the district experiences gained over one year in the field with the theoretical constructs taught earlier. In 2008 Phase II training of 2006 batch was done from 23 June to 14 August, 2008.

MID-CAREER TRAINING PROGRAMME FOR IAS OFFICERS

17.6.1 The Phase-IV programme has been conducted at the Academy with collaboration of Maxwell University and IIM Bangalore from 2007 and 2008. So far two courses of Phase IV were conducted for the 1991 and 1995 batches.

17.6.2 The Phase III programme has been conducted at the Academy with collaboration of Duke University from 2007 and 2008. So far, two courses of Phase III were conducted for the 1998-1999 and 1999-2001 batches.

JOINT CIVIL-MILITARY TRAINING PROGRAMME ON NATIONAL SECURITY FOR IAS, IFS, IPS, IRS, ARMED FORCES AND CPMF

17.7 The first Joint Civil-Military Training Programme on National Security was conducted by the Lal Bahadur Shastri National Academy of Administration (LBSNAA) from 2-14, February, 2003 at Mussoorie. The participants of the training programme were drawn from the civil services, the armed forces and the para-military forces in a manner outlined in the agreed curriculum document. Various issues including -
national security, police, challenges of the north east, intelligence, military, external security, economic security, left wing extremism, governance issues, technology and security, open source analysis, our strategic culture, insurgency and terrorism are discussed and deliberated at length. This programme is held every year.

17.7.1 The 10th Joint Civil-Military Training Programme on National Security for IAS, IFS, IPS, IRS, Armed Forces and CPMF was conducted from 19 - 30 May, 2008. 20 participants took part in this training programme.

17.7.2 The 11th Joint Civil-Military Training Programme on National Security for IAS, IFS, IPS, IRS, Armed Forces and CPMF was conducted from 17 - 28 November, 2008.

COURSES ON ETHICAL ISSUES IN TODAY’S ADMINISTRATION

17.8 The Academy conducts one to two courses of one-week duration each, every year on the theme “Ethical issues in Today’s Administration”. The course is open to officers of various levels of seniority. Ethics in government is a nascent area in the country, and so far the Academy has conducted thirteen courses. Each course has gained incrementally in terms of the methodology and the content.

17.8.1 The objective of the programme is thus to expose the participants to the basic principles of ethics/moral philosophy; tease them into thinking about the values that underpin the framing and implementation of public policy; and expose them to the ethical frameworks that policy makers use to resolve sticky public policy issues. The aim is to create an atmosphere in which participatory learning takes place.

17.8.2 The 13th Programme on “Ethical Issues in Today’s Administration” was conducted from 25 - 29 August, 2008. Shri Ashish Vachhani, IAS Deputy Director, was the Course Coordinator. Prof. A.S. Ramachandra, was Associate Course Coordinators. 24 Officers attended the programme.

INDUCTION COURSES FOR OFFICERS PROMOTED TO THE IAS OR IN THE SELECT LIST FOR PROMOTION

17.9 Courses are also conducted for officers on the select list promoted to the IAS from the state services. The aim of these courses is to update levels of knowledge, skills and information and to provide opportunities for exchange of ideas, views and experiences with people who have developed expertise in different fields of national
development. Considerable focus is given to new managerial thoughts, techniques, and skills as well as to frontier areas of technology and its management. There is an emphasis on giving the Induction Course participants an all India perspective. The courses are of duration of eight weeks with about two weeks of Bharat Darshan.

17.9.1 During 2008 the following Induction Courses for officers promoted to the IAS or in the select list for promotion were conducted in the Academy:-

(i) The 104th Induction Training Programs for officers promoted from SCS/select list to IAS was conducted from 18 February, 2008 to 11 April, 2008.

(ii) The 105th Induction Training Programme for Officers promoted/select list to IAS State Civil Service was conducted from 15 September, 2008 to 7 November, 2008.

CURRICULUM

17.10 To ensure that the academic curriculum is relevant, it is constantly reviewed and updated. This is done on the basis of extensive consultations with the state governments through the state counsellors. The representatives of the state governments and the central government are also consulted from time to time. As the conventional classroom lecture methodology is not often the most effective route to create an impact on attitudes and values, several new methodologies have been introduced with significant success. Most courses operate on a modular structure whereby relevant themes are chosen and dealt with, in a consolidated fashion, to ensure that all aspects relating to them are covered comprehensively.

17.10.1 In order to promote an all round development of the personality, a great deal of emphasis is placed on outdoor events. Physical training, cross-country running, yoga, horse riding, river rafting, paragliding and pistol shooting are some of the activities that the officer trainees are involved in. Exposure to public speaking, theatre workshops, motor mechanics, gardening, photography and music appreciation are some of the co-curricular activities offered to the young administrators. An opportunity to learn games from coaches of the Sports Authority of India is another option available.

17.10.2 To nurture the values of integrity, moral courage, empathy with and respect for the underprivileged, and freedom from any sectarian prejudices based on religion,
region, caste, class or gender, the officer trainees are encouraged to participate in diverse social activities. Various clubs and societies have been formed, in which the officer trainees are elected as officer bearers. They organize and take part in quizzes, debates, poetry competitions and numerous other activities after class hours. This lends a spirit of bonhomie and vivacity to the courses and also encourages esprit de corps.

**TRAINING IN COMPUTERS AND THE STATUS OF INFORMATION TECHNOLOGY INFRASTRUCTURE**

17.11 During the year, 2008-2009 the computer centre did the following activities:-

- Providing the Laptops to the officer trainees and participants of Phase III and IV: Computer centre has upgraded all the P IV Desktop computers to Laptops. All the officer trainees and participants of Phase III and P IV participants were provided laptops in the hostel rooms.

- Upgradation of Printers: we have upgraded the existing printers of all the ACM members to high speed duplex printers and the printers of all the PAs have also been upgraded to high speed printers.

- Providing P IV computers to the sectional heads/staff members: the sectional heads of all the sections have been given the P IV computers and in the near future we are going to upgrade the computer of other staff members to P IV computers.

- Implementation of workflow automation software from NISG: computer centre is implementing the work flow automation software; the file movement will be through this automation software. The software will help in starting the less paper office concept in LBSNAA.

- Networking of training institute project: a new project has been initiated by DoPT in which 31 training institutes from all over India will be connected through MPLS VPN. Out of the total institute 13 are already connected to this network. The preparation of course repository and online examination modules have already implemented and tested by LBSNAA.

- Implementation of Wi-Fi network in the campus: most of the class rooms, conference halls and indoor areas have been provided the Wi-Fi internet con-
nectivity. In the near future we are planning to implement the same concept to the outdoor areas of the campus.

- Setting up the video conferencing facility: the set up for the video conferencing (VC) facility has been done in the campus. The equipment for this facility has been installed and tested. In the phase III and IV programmes many such sessions were done with DUKE and MAXWELL Universities.

- Alumni Portal: LBSNAA has started a new portal for all the alumni members of LBSNAA, the URL of this portal is [www.lbsalumni.gov.in](http://www.lbsalumni.gov.in)

17.11.2 The Academy has been continually upgrading its Information Technology infrastructure to ensure that the trainees are exposed to the latest technology. The Academy has redesigned the website this year and now the website is hosted by the name of [http://www lbsnaa.ernet.in](http://www.lbsnaa.ernet.in) with the following features:

- An E-mail facility to all IAS Officers
- Bulletin board
- Discussion Groups
- E-Groups.

SEMINARS AND WORKSHOPS

17.12 A number of seminars and workshops of 2-5 days duration are held throughout the year. Some regular workshops are:

Retreat of IAS Officers

17.12.1 The Academy organises a retreat every year for Officers who joined the service 50 years back. The first was held in 1997, the Golden Jubilee Year of country, where the ICS and IAS Officers, who were in service at the time of independence, participated. Since then, the retired officers are called every year for a period of three days to share their rich experience with the faculty and officer trainees. The recommendations made by them on various issues confronting the country are also sent to DoPT and all ATIs.

17.12.2 The Retreat of the IAS Officers of the 1958 Batch was the twelfth in the series organised by the Academy. The first was held in 1997, in the Golden Jubilee Year of Independent India, wherein ICS and the IAS Officers, who were in service at the
time of Independence, were invited. This year the Officers of the 1958 Batch of the IAS were invited to share their views on 22 – 23 September, 2008. In all 21 officers attended the retreat including an IFS officer. A large number of them were accompanied by their spouses. The seniors were extremely contemporary in their approach and provided valuable insights into the changing environment and complexities of the administration during the discussion held on the first day of the Retreat i.e. 22 September, 2008. The recommendations given by the groups have been found to be very useful.

17.12.3 They shared their experiences and suggested the topics for discussions among themselves in the evening of 21 September, 2008. The participants also interacted with the officer trainees of 82 Foundation Course in groups and officer-trainees have been benefited with their rich and varied experiences. On the next day, conclusion of the retreat organised at the Academy followed by the valedictory function at Polo Ground at LBSNAA, Mussoorie.

CONFERENCE OF HEADS OF ATI AND STATE TRAINING COORDINATORS

17.13 A conference of all state ATIs is held every year to discuss the issues related to the coordination of the 52 weeks district training of IAS officer trainees with the ATIs; Delineating clear responsibilities of the Collectors imparting training and recommending a mechanism to ensure the sustained interest of Collectors in the district training and other areas of networking between LBSNAA and the ATIs, including coordination of in-service courses. The Academy has collated the district training plans of all states and on that basis has suggested some points for incorporation in the state training plans. The conference also provides an opportunity to obtain feedback on district training from the officer trainees attending phase II.

17.13.1 The 7th Conference of Head of Administrative Training Institutes and State Training Coordinator was organized from 21-22 May, 2008. The 8th Conference of Heads of Central Training Institutes was conducted in October, 2008.

DIRECT TRAINER SKILLS

17.14 Direct Trainer Skills (DTS) course was designed for amateur trainers with an aim to provide opportunities for the development of basic instructional skills. It was conducted under the auspices of Department of Personnel and Training;
17.14.1 Although the course is for those who are new entrants in the training environment, it was attended by experienced trainers/faculty of Central Training Institutes and LBSNAA who were familiar with the training nuances. However, a number of activities and micro practice sessions made the course quite participative and enjoyable. Participants were encouraged to share their learning experience with others. Giving and receiving feedback to and from fellow participants underlined the basic principles of adult learning process during the course. The changing role of the trainer – from being a provider to a facilitator was also emphasized during the course. The objective of the programme is to provide opportunities for the development of basic instructional skills and to create and manage a learning environment. The course was conducted from 11 - 15 February, 2008. Seventeen participants took part in the programme.

RESEARCH UNITS

17.15 LBSNAA is in a unique position of being able to provide support to the Government for policy formulation through its research activities. It is with this objective that a number of research units have been set up.

Centre for Co-operatives and Rural Development, LBSNAA

17.15.1 Centre for Co-operatives and Rural Development (CCRD) has been functioning in the Academy since September, 1995. The CCRD is engaged in conducting research in co-operative sector, studying the difficulties faced by the rural poor in organising themselves into co-ops and successful interventions by co-operatives and rural development institutions in poverty reduction, to impart training in the areas of co-operatives and rural development to officers of the IAS and other Class-I Services, organising training programmes on capacity building of Self Help Groups and providing support to the National Institute of Administrative Research (NIAR) and other research units of the Academy.

Centre for Rural Studies (CRS)

17.15.2 The Centre for Rural Studies (CRS), in the Academy was set up by the Ministry of Rural Development, Government of India for the concurrent evaluation of land reform policies implemented by the states on the basis of inputs provided by the officer trainees who are undergoing district training programme. In addition to this, the task of concurrent evaluation of poverty alleviation schemes was also entrusted
to the Centre. Over the years, the Centre has widened its activities involving conducting research studies, training programmes and policy suggestions. On the basis of excellent performances of the Centre, the Ministry of Rural Development sanctioned the continuation of the Centre from 1989 till the end of 10th Five Year Plan. It is expected that the Centre will continue to establish itself as a resource centre on land reforms in near future as well.

17.15.3 The CRS has conducted two days National Seminar on “Rehabilitation and Resettlement Issues in India” from 7 - 8 August, 2008. 35 participants across India participated in this seminar. The programme was inaugurated by Shri T. S. Sridhar, Vice Chairman, Science City, Government of Tamil Nadu and valedictory address was delivered by Shri Rakesh Garg, Executive Director (T) FCI, New Delhi.

CENTRE FOR DISASTER MANAGEMENT

17.16 The Ministry of Home Affairs, Government of India has set up the Centre for Disaster Management in LBSNAA, Mussoorie for acting as a nodal institution for imparting training on various aspects of disaster management with a special focus on incident command system (ICS). The Centre has been conducting a number of training programmes and has also been formulating the national strategy for adaptation of the global best practices to suit Indian conditions. The Centre for Disaster Management has collaborations with United States Department of Agriculture-Forest Services under GOI-USAID Disaster Management Support Program. It has also taken up the task of setting up and initiating training at regional training centres in the country. The Centre is involved in training IAS officers at induction as well as in-service levels in the field of disaster management, use of ICT, HAM radio, action research projects, documentation of best practices, development of films, conducting seminars, case studies, teaching materials, etc.

17.16.1 As per the consultations between Government of India and Government of United States represented by their lead department for ICS i.e. United States Forest Services (USFS), a detailed calendar for the project has been finalised covering the process of transfer of knowledge regarding new management system, adaptation, TOT and other related areas. The calendar of events so prepared is also part of the official document of the Government of India. The LBSNAA has already started the process of training of a core group and resource persons from
different states. The activities are continuing as per the calendar developed after mutual consultations.

17.16.2 The Centre has conducted in all six courses, namely ‘Science for Rural Society Programme’ from 18 - 29 February, 2008. Twenty one participants took part in this course. Second programme was on “Operation Section Chief and Incident Commander Course on ICS” from 23 - 27 June, 2008. Fourteen participants took part in this course. The third programme was on “Scientists and Administrators – interface Training Programme from 14 - 18 April, 2008. Eighteen participants took part in this course. The fourth programme was on “Leadership Development Programme for Middle and Junior Level Scientists” from 4 - 8 August, 2008. Nineteen participants took part in this course. The fifth one was on “Certified Incident Manager programme” was conducted from 18 - 22 August, 2008. Eleven participants took part in this course. The last course was conducted by the Centre was on ‘Science for Rural Society Programme’ from 1 - 12 December, 2008. Thirteen participants took part in this course.

NATIONAL INSTITUTE OF ADMINISTRATIVE RESEARCH (NIAR)

17.17 National Institute of Administrative Research (NIAR) is a Society established in 1995 and promoted by Lal Bahadur Shastri National Academy of Administration (LBSNAA). The Society is conducting research and training programmes on governance issues. The thrust areas of the Institute are primary and elementary education, decentralized participatory planning at district and block level, capacity building of panchayati raj institutions, geographical information systems, poverty and rural development, participatory learning and action, rural livelihoods, literacy, health, agrarian issues, cooperatives and public sector management.

17.17.1 The activities of the Society include research studies, consultancy services, organisation of theme oriented training programmes and workshops, and preparation of case studies.

(i) Training programmes on “Sarva Shiksha Abhiyan” sponsored by MHRD
(ii) Management Development Programmes
(iii) Research Projects

• Development of Indicators of governance for states and union territories in India,
- Study on social accountability mechanism for SSA and NRHM,
- National Resource Centre (NRC) under National Rural Employment Guarantee Scheme (NREGS),
- Terminal Evaluation of Projects funded under State Collaboration Initiative of Capacity Building for Poverty Reduction (CBPR),
- Baseline Social Assessment Study of Elementary Education in Punjab
- Baseline Social Assessment Study of Gujjar, Bakerwal and Gaddi Communities in the five districts of Jammu and Kashmir

17.17.2 So far, the Society has conducted the following training programmes:-

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Name of the Course</th>
<th>Date</th>
<th>Duration</th>
<th>Total Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Peer Learning Workshops for implementation of various schemes under the NREGA</td>
<td>April 15-16, 08</td>
<td>2</td>
<td>27</td>
</tr>
<tr>
<td>2.</td>
<td>Peer Learning Workshops for implementation of various schemes under the NREGA</td>
<td>April 28-29, 2008</td>
<td>2</td>
<td>29</td>
</tr>
<tr>
<td>3.</td>
<td>Peer Learning Workshops for implementation of various schemes under the NREGA</td>
<td>May 12-13, 2008</td>
<td>2</td>
<td>15</td>
</tr>
<tr>
<td>4.</td>
<td>ICT programme on E-Governance</td>
<td>26-30 May, 08</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Peer Learning Workshops for implementation of various schemes under the NREGA</td>
<td>June 4-5, 2008</td>
<td>2</td>
<td>31</td>
</tr>
<tr>
<td>7.</td>
<td>Peer Learning Workshops for implementation of various schemes under the NREGA</td>
<td>June 18-19, 2008</td>
<td>2</td>
<td>33</td>
</tr>
<tr>
<td>8.</td>
<td>Capacity building for the Sr. officials of SSA, Haryana</td>
<td>June 24-27, 2008</td>
<td>4</td>
<td>31</td>
</tr>
<tr>
<td>9.</td>
<td>MDP for the officers of Lok Sabha Secretariat</td>
<td>July 7-11, 2008</td>
<td>5</td>
<td>20</td>
</tr>
<tr>
<td>10.</td>
<td>Workshop on Public Private Partnership with special reference to Road and</td>
<td>August 11-14, 2008</td>
<td>5</td>
<td>25</td>
</tr>
<tr>
<td></td>
<td>Highways Sector</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
PUBLICATION CELL

17.18 The main functions of the publication cell are creation, collection and dissemination of appropriate training software and to publish Academy’s prestigious biannual Journal “The Administrator”. It also develops background teaching materials in various areas of public administration, economics, law, management, computers etc. There is an Editorial Board and a Core Group to monitor its activities, which are headed by the Director of the Academy. The work relating to development of training software and to publish “The Administrator” are the two core functions of the Cell.

CASE STUDIES

17.19 Among the training methodologies currently in use, perhaps the most effective for mid-career professionals is the methodology of case studies. Further, the feedback received from participants and programme coordinators of in-service courses suggests that this is the most preferred training and learning methodology.

TRAINING MATERIAL

17.20 The Publication Cell has helped in developing the following:-

(i) Reading material for participants of in-service courses of Indira Bhawan.

(ii) Academy biannual Journal ‘The Administrator’

17.20.1 The Administrator is to serve as a platform for research and documentation in the areas of public administration, public management and public policy for practitioners and students of these fields. The first issue of Vol. 50 of the journal is available and the second issue is under process.

NATIONAL CENTRE FOR GENDER TRAINING, PLANNING AND RESEARCH (NCGTPR)

17.21 The National Centre for Gender Training, Planning and Research was established in 1998. This year NCGTPR conducted following courses:-

• Conference to Develop a Training Strategy on Gender Based Violence - a two day workshop from 7 - 8 April, 2008.

• Validation conference on GBV on 14 July, 2008.

• Workshop on Integrated District Approach a 3 day workshop from 28 - 30 July, 2008.
• Conference on Gender Budgeting for Department of Women and Child Nagaland from 10 - 11 September, 2008.

• Combined conference on “Mainstreaming Social Sector Issues” a four days workshop with UNICEF from 10 - 13 November, 2008.

• Training Programme on Gender Budgeting with Ministry of Women and Child, GOI - a two day workshop from 11 - 12 December, 2008.

17.21.1 Besides the above mentioned conference, the Centre is giving inputs on Gender issues, sexual harassment at work place for all the courses being run in the Academy as well as outside the Academy, such as HIPA, etc.

TOTAL QUALITY MANAGEMENT IN TRAINING INSTITUTIONS (TQM)

17.22 Training of interested faculty/staff is proposed to be organized with the help of resource persons from the Confederation of Indian Industry, New Delhi. Topics like System Thinking and Six Sigma Concepts are being covered in the various training courses like Foundation Courses, IAS Phase-I and In-service Courses. This year the TQM conducted training programme on “Improvement in Functioning of district hospitals” from 14 - 18 April, 2008. Forty eight participants took part in this programme.

FACILITIES AT LBSNAA

Gandhi Smriti Library

17.23 Gandhi Smriti Library of the Academy is one of the most modern and well equipped Libraries in the country for catering to the needs of the Indian administrators.

17.23.1 The housekeeping jobs of the Gandhi Smrity Library are fully computerized by using Library software LIBSYS/LS PREMIA DATABASE. The Library maintains two databases- one for information on books, reports, audio cassettes, video cassettes, CDs and the second for newspapers and journals, articles. The Library Databases are now available on LAN. The Library OPAC can be accessed from the URL www.civilservices.gov.in

17.23.2 The Library has more than 1.60 lakh documents, including bound volumes of journals audio cassettes-2027, video cassettes-1701, and CDs- 1113 are that used in training activities. The Library acquires around 360 periodicals, published by
various national and international organisations/institutions, by way of subscription, exchange and gift. A separate collection of documents on and by Mahatma Gandhi is maintained in a section called “Gandhiana”. At present, there are more than 1000 publications in this collection.

Faculty of Hindi and Regional Languages

17.23.3 The Faculty of languages provides intensive training in Hindi and regional languages to equip the officer trainees of their respective cadres during the Foundation Course, IAS Professional Course Phase-I and Phase-II. The Academy provides facilities for imparting training in fourteen modern Indian languages like Hindi, Malayalam, Kannada, Marathi, Gujarati, Tamil, Telugu, Urdu, Punjabi, Assamese, Manipuri, Nagamese, Oriya and Bengali. The Faculty also offered training in Nepali. Among the foreign languages French is also taught at the Academy to the officer trainees. This has been done under a joint collaboration with the Ecole National Administration of France.

INSTITUTE OF SECRETARIAT TRAINING AND MANAGEMENT

17.24 The Institute of Secretariat Training and Management (ISTM) was established in 1948 for the purpose of imparting training to the officers of the Central Secretariat. Originally set up with the objective of conducting foundational and in-service training programmes for Assistants and Section Officers of the Central Secretariat, the range of the activities of the Institute has increased exponentially over the last six decades. In addition to the in-house training programmes, the peripatetic training provided by the Institute to the state governments and union territories, and training in behavioural skills, management techniques, financial management and office management are of particular significance. On specific request from central government departments, public sector/ autonomous organisations, the Institute organizes special programmes addressed to the specific customer needs in different areas.

17.24.1 From the year 2007-08, the ISTM is also involved in implementation of the CSS Cadre Training Plan which envisages organisation of mid-career mandatory training programmers having linkages with career progression upto the Director level officers.

17.24.2 During the period from 1 April 2008 - 31 October, 2008, ISTM conducted a total of 94 training programmes (including organisation specific programmes and
peripatetic programmes) covering a trainee population of 2536. Further, 45 courses were conducted during the period November, 2008 to March, 2009, including special programmes for central government departments, public sector/autonomous organisations. The details of these courses being organised are explained in the subsequent paragraphs.

FOUNDATIONAL COURSES

17.25 One foundational course for the Personal Assistant (Direct Recruits) of CSSS of two weeks’ duration was conducted.

Foundational and Refresher courses conducted as per new CSS Cadre Plan

17.25.1 Five courses for CSS Level ‘A’ (for UDCs with five years of service), two courses for CSS Level ‘B’ (for Assistants with eight years of Service), two courses of CSS Level ‘C’ (for Section Officers with five years of Service), two Courses of CSS Level ‘D’ (for Section Officers with eight years of Service) and two courses of CSS Level ‘E’ (for Under Secretaries with five years of service) were conducted. In addition, two courses for Assistant Direct Recruit (Foundational) are also being conducted out of which 112 participants completed their course in December, 2008.

SPECIALISED PROGRAMMES

17.26 The Institute also conducted a number of specialised programmes on various subjects. Details of the number of programmes already conducted and proposed to be conducted are given below:

<table>
<thead>
<tr>
<th>Subject</th>
<th>No. of programmes conducted upto 31st October, 2008</th>
<th>Remaining programme which would be conducted by March, 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel Administration and Office Management</td>
<td>11</td>
<td>7</td>
</tr>
<tr>
<td>Financial Management</td>
<td>8</td>
<td>3</td>
</tr>
<tr>
<td>Management Services</td>
<td>12</td>
<td>5</td>
</tr>
<tr>
<td>Behavior Training and Secretarial Skills</td>
<td>3</td>
<td>7</td>
</tr>
<tr>
<td>Training of Trainers</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Computer courses</td>
<td>4</td>
<td>-</td>
</tr>
</tbody>
</table>
MODERNISATION OF ISTM

17.27 A plan scheme - Modernisation of ISTM - started in 1982, is being implemented in the Institute to continuously upgrade its infrastructure facilities. In the year 2008-09 (upto October, 2008) the following works were completed:-

- Beautification of lawns of Hostel Block and Administrative Block of ISTM.
- The hostel rooms have been upgraded with facilities to accommodate participants.
- New Dinning Hall has been constructed in the Hostel Block of ISTM.
- Library Block of ISTM is under renovation.

17.27.1 Following works have been initiated during the current financial year:-

(i) Renovation of Committee Hall in the Administration Block of ISTM with all modern facilities.

(ii) Replacement of old computers, servers and UPS, etc.

FACULTY DEVELOPMENT

17.28 During the year, ISTM had taken up faculty development in a planned way:-

(i) One faculty member attended MDP programme on ‘Communication Strategy for Leaders of IIM Ahmedabad.

(ii) Two faculty members underwent training programme on Refresher Workshop on Gender Budgeting.

(iii) One faculty member attended programme on e-networking of Institutions at LBSNAA, Mussoorie.

TRAINING INITIATIVES

17.29 ISTM is involved in capacity building in the area of Right to Information. ISTM faculty has developed a very strong knowledge base in this area.

17.29.1 As of now we have conducted the following workshops:-

(a) Workshop on disposal on appeal for appellate authorities

(b) Workshop for CPIOs / APIOs
(c) Trainers Development
(d) Sensitization of Government Officials (Seminar for Awareness Generation)
(e) Records Management for RTI
(f) Organisational Specific Courses including NGOs
(g) RTI – ROP (Re-Engineering Office Processes)
(h) Workshop on Right to Information for Under Secretaries
(i) Workshop on Records Management for RTI

17.29.2 In the year 2008 – 09 (upto October, 2008) seven courses have been conducted covering 712 participants.

INDIAN INSTITUTE OF PUBLIC ADMINISTRATION, NEW DELHI

17.30 The Indian Institute of Public Administration is an autonomous organisation registered under the Societies Registration Act XXI of 1860. The objectives of the Institute are:-

(i) To promote and provide for the study of Public Administration and economic and political science with reference to public administration and the machinery of government and for educational purposes incidental thereto.

(ii) To undertake, organize and facilitate study courses, conferences and lectures and research in matters relating to public administration.

(iii) To undertake provide for the publication of journals and of research papers and books to impart training in and promote study of public administration.

(iv) To establish and maintain libraries and information services to facilitate the study of public administration and spreading information in regard thereto.

(v) To cooperate with approved institutions and bodies for the purposes of helping the cause of public administration.

17.30.1 During the financial year 2008-09, the Institute will receive a Non-Plan grant-in-aid to the extent of Rs.157.50 lakhs and Plan grant of Rs 100 lakhs from the Department of Personnel and Training (DoPT).
CHAPTER - 18

THE MACHINERY FOR JOINT CONSULTATION AND COMPULSORY ARBITRATION

18.1 The Scheme for Joint Consultation and Compulsory Arbitration for the Central Government Employees was introduced in the year 1966 on the lines of the Whitely Councils of the United Kingdom. This is a declaration of joint intent regarding the common approach of the Government of India on the one hand and the employees’ organisations on the other for joint consultation and smooth working. The basic objectives of the Joint Consultative Machinery (JCM) are as under:-

To promote harmonious relations between the government and its employees.

- To secure the greatest measure of cooperation between the government in its capacity as employer and the general body of its employees in matters of common concern; and

- To increase the efficiency of the public services, through a collaborative endeavour, to narrow the area of “unresolved differences” and widen the ambit of agreement on substantive issues of common concern.

18.2. The JCM scheme provides for a three tier machinery:-

(i) the National Council as the apex body; (chaired by the Cabinet Secretary)

(ii) Departmental Councils at the level of individual Ministries / Departments including their attached and subordinate offices and (chaired by respective Secretaries)

(iii) Regional / Office Councils to deal with mainly the local problems at the level of each individual office, depending on its structure. (chaired by Head of office of respective organisations)

18.3. The scope of the JCM Scheme includes all matters relating to:

- conditions of service and work,

- welfare of the employees and

- improvement of efficiency and standards of work, provided, however, that
(i) in regard to recruitment, promotion and discipline, consultation is limited to matters of general principles; and

(ii) individual cases are not considered.

18.4. Under the scheme, there have been continuous interactions with staff unions at the national level as well as at the departmental level and a number of important issues have been resolved amicably through mutual discussions. Forty five meetings of the council have been held since the inception of the scheme in 1966.

18.5. Standing Committee - There have been frequent interactions with the staff side through the meetings of the Standing Committee of National Council (JCM). Many issues of the employees of the major ministries / departments like Ministry of Railways, Ministry of Defence and Department of Posts have been resolved through negotiations and interactions with the unions / federations at the departmental level.

18.5.1 During the year 2008, a meeting of Standing Committee of the National Council (JCM) has been held on 7 March, 2008. A special Standing Committee meeting to discuss the items relating to 6th Central Pay Commission was held on 7 May, 2008. A meeting under the Chairmanship of Cabinet Secretary was held on 17 May, 2008 with the Standing Committee members to discuss issues relating to the 6th Central Pay Commission.

18.6 Arbitration - An important feature of the JCM Scheme is the provision for arbitration in cases where there is no agreement on an issue between the official side and the staff side on matters relating to:

- pay and allowances;
- weekly hours of work; and
- leave of a class or grade of employees.

18.6.1 Board of Arbitration (BOA) - A Board of Arbitration (BOA) comprising a chairman (who is an independent person) and two members, (nominated one each by staff side and official side) is functioning under the administrative control of the Ministry of Labour. Awards of the Board of Arbitration are binding on both the sides, subject to the over-riding authority of the Parliament to reject or modify the awards. Under
JCM scheme, 259 references have been made to the Board so far, for settlement. Out of these 257 have been decided by BOA. Most of the awards which were in favour of the employees, have been implemented, except a few which could not be accepted due to adverse affect on national economy / social justice.

18.6.2 The details of the break of 257 cases decided by the Board of Arbitration is given in table one and action taken by the government on 177 cases are given in table 2:-

**TABLE-1**

<table>
<thead>
<tr>
<th>Demands of Staff Side accepted partially or fully by Award Board of Arbitration</th>
<th>Demands of Staff Side rejected by BOA</th>
<th>Withdrawn by Staff Side dismissed</th>
<th>Amicably settled/ without any</th>
<th>Disposed of by BOA</th>
</tr>
</thead>
<tbody>
<tr>
<td>177</td>
<td>49</td>
<td>19</td>
<td>7</td>
<td>5</td>
</tr>
</tbody>
</table>

**TABLE - 2**

**ACTION TAKEN BY THE GOVERNMENT ON 177 CASES (MENTIONED IN FIRST COL. OF TABLE.1 ABOVE)**

<table>
<thead>
<tr>
<th>No. of Awards accepted and implemented by the Govt</th>
<th>No. of Awards pending with the Parliament/ Government</th>
<th>No. of Awards rejected with the approval of Parliament</th>
</tr>
</thead>
<tbody>
<tr>
<td>156</td>
<td>16</td>
<td>5</td>
</tr>
</tbody>
</table>
19.1 The Central Bureau of Investigation (CBI) draws powers to investigate from Delhi Special Police Establishment (DSPE) Act, 1946. Section 2 of the Act vests DSPE with jurisdiction to investigate offences in the union territories only. However, the jurisdiction can be extended by the central government to other areas including railway areas and states under Section 5(1) of the Act, provided a state government accords consent under Section 6 of the Act. The executive officers of CBI of the rank of Sub Inspector and above exercise all powers of a station officer in-charge of the police station for the concerned area for the purpose of investigation. Section 3 of the Act authorises DSPE to investigate only those offences which are notified by the central government from time to time.

19.1.2 The Central Bureau of Investigation was established by a resolution dated 1 April, 1963.

19.1.3 At present, CBI comprises of the following Divisions:
   i. Anti Corruption Division
   ii. Economic Offences Division
   iii. Special Crimes Division
   iv. Policy and International Police Cooperation Division
   v. Administration Division
   vi. Directorate of Prosecution
   vii. Central Forensic Science Laboratory

19.1.4 Over the years, offences under 69 existing central and 18 state Acts, 231 offences under the Indian Penal Code have been notified by the central government under Section 3 of the DSPE Act. The Director, CBI as Inspector General of Police, Delhi Special Police Establishment, is responsible for the administration of the organisation. With the enactment of CVC Act, 2003 the Superintendence of DSPE in so far as investigations of offences under the Prevention of Corruption Act, 1988 are concerned vests with the Central Vigilance Commission. Director, CBI has been
provided security of two year tenure in CBI by the CVC Act, 2003. The CVC Act also provides mechanism for selection of Director, CBI and other officers of the rank of SP and above in CBI.

HUMAN RESOURCE

19.2 As on 31 March, 2009, the total sanctioned strength of CBI was 5961 against which 4887 officers were in position with 1074 posts lying vacant. The vacancies existed in the ranks of Special Director/ Additional Director(02), Joint Director(05), Deputy Inspector General of Police(10), Superintendent of Police(32), Additional Superintendent of Police(12), Deputy Superintendent of Police(157), Inspector(103), Sub-Inspector(102), Assistant Sub-Inspector(17), Head Constable(20), Constable(63). The posts of 76 Law Officers and 101 Technical Officers’ posts at various levels were also lying vacant. A comparative manpower chart for last three years is appended below:

19.2.1 During the year 2008, 21 Departmental Promotion Committee meetings were held promoting 132 personnel at various levels and 1 reversion. Three Departmental Promotion Committee meetings confirmed 148 personnel. One Hundred and thirty five officers, working on deputation in different ranks, were absorbed in CBI.

19.2.2 During the year 2009 (upto 31 March, 2009), 12 DPCs were held promoting 93 CBI personnel at various levels.
CRIME INVESTIGATION WORK

19.3. The CBI registered 991 cases/enquiries in 2008. Forty two of these were taken up on the request of states governments/union territories and 89 registered on the directions of the Constitutional courts. Investigation/enquiry was finalised in 1127 cases with 1005 cases/enquiries remaining under investigation/enquiry by end of the year. During the year charge-sheets were filed in 843 cases and judgments were received in 642 cases. There were as many as 9112 cases under trial in various courts at the end of the year.

19.3.1 CBI has registered 275 cases/enquiries in 2009 (upto 31 March, 2009), 7 of these were taken up on the requests of state governments/union territories and 9 cases/enquiries were registered on the directions of Constitutional courts. During the year upto 31 March, 2009, charge-sheets have been filed in 171 cases.

REGISTRATION

19.4 Of 991 cases registered include 916 regular cases (RCs) and 75 Preliminary Enquiries (PEs). Two hundred seventy nine cases were registered for demand of bribe by public servants for showing official favours and 93 were registered for possession of assets disproportionate to known sources of income.

19.4.1 Of 275 Cases registered upto 31 March, 2009 include 151 regular cases (RCs) and 24 Preliminary Enquiries (PEs). Seventy five cases have been registered for demand of bribe by public servants for showing official favour and 14 cases were registered for possession of assets disproportionate to known sources of income.

The comparative figures of registration of cases/enquiries during the last three years and break-up of registration in 2008 in the three Investigation Divisions of CBI is depicted in the bar chart below.
INVESTIGATION

19.5 As many as 1127 cases/enquiries were investigated/enquired into during 2008. Out of 1056 Regular Cases in as many as 843 cases charge sheets were filed in the competent courts, after taking prosecution sanctions wherever necessary. As on 31 March, 2009, 171 cases disposed from investigation.

19.5.1 The following bar charts indicate the disposal of cases from investigation during the last three years and the division-wise disposal of cases from investigation in 2008.

![Disposal from Investigation during last 3 years](image)

19.5.2 There were 1005 cases under investigation at the end of 2008 as against 1143 cases at the end of 2007. The following bar charts show the comparative figures for the last three years.

![Cases under Investigation at the end of year](image)
19.5.3 There were 116 cases under investigation for more than two years as on 31 December, 2008.

19.5.4 The following pie chart gives the detailed breakup of the disposal of cases from investigation during 2008.

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**TRIAL**

19.6 During the year 642 cases were disposed from trial, out of which 382 resulted in conviction, 166 acquittal, 29 in discharge and 65 disposed of for other reasons.

19.6.1 Upto 31 March, 2009, 171 cases have been disposed of from trial, of which 103 cases resulted in conviction, 48 cases in acquittal, 12 cases in discharge and remaining 8 cases were otherwise disposed off.

19.6.2 There were 9112 cases under trial as on 31 December, 2008.

19.6.3 As on 31 March, 2009, 9194 cases were pending trial in various courts. The following bar chart show the under trial cases during the last three years.
POLICY AND INTERNATIONAL POLICE COOPERATION DIVISION

19.7 India is one of the oldest members of Interpol, having joined the organisation way back in 1949. The National Central Bureau of India (NCB) functions as an integral part of CBI, with Director CBI being its ex-officio Head. In order to provide more active support to the Ministry of Home Affairs, the Ministry of External Affairs, state police forces and other law enforcement agencies the existing co-ordination wing has been re-constituted as International Police Cooperation Unit in 2007 comprising the NCB and an International Police Cooperation Cell (IPCC). While NCB looks after all Interpol related work, IPCC handles letters rogatory, extradition requests on behalf of state police forces.

CONFERENCES/ SEMINARS/TRAININGS/ MEETINGS ORGANISED BY INTERPOL IN COOPERATION WITH NCB INDIA

19.8 During the year 2008, 34 conferences/seminars/meetings/investigations, etc. including 16 organised by ICPO- Interpol held abroad were attended by officials as against 27 in 2007 and 43 in 2006.

- The 6th Interpol Train-the-Trainer Workshop on Information Technology Crime Investigation for Asia and South Pacific/ Interpol AGIS Train-the-Trainer was held at the CBI Academy, Ghaziabad from 17 March - 4 April, 2008. The workshop focused on training trainers to enable them to run IT crime investigation course in their countries.
The 2nd Meeting of Interpol Liaison Officers of the states and union territories was held at Vigyan Bhawan, New Delhi on 30 April, 2008 after a span of four years. In all, 30 representatives from 27 states and union territories attended the meeting.

During the year 2009 (upto 31 March, 2009), 13 CBI Officers attended 10 conferences/seminars/meetings etc., of which 05 were organized by ICPO, Interpol Non-Interpol organisations).

The Director, CBI as the Interpol Executive Committee delegate attended the various meetings of Interpol during 2008. Various foreign delegations also visited India and had interaction with the CBI officers.

INVESTIGATION ABROAD

During the period under review, 159 requests for part investigation were received from CBI branches and state police forces of which 37 were received from CBI and 122 from state police forces. Similarly, 255 requests were received from foreign NCBs which were duly processed and follow up action initiated.

During the year 2009 (upto 31 March, 2009), a total of 137 requests for part investigation were received from CBI branches and state police forces, of which 16 were received from CBI and remaining 121 from state police forces. Similarly, 287 requests for part investigation were received from NCBs upto March, 2009. All the requests were duly processed and follow up action initiated.

LETTERS ROGATORY

As many as 42 LRs were sent to other National Central Bureaus for conducting investigation on the pointers indicated by the investigating agencies. Of these, 40 requests had been received from CBI and 02 from state police. Similarly, 43 letters rogatory received from other NCBs were processed and sent for necessary action to concerned agencies. IPCU regularly guides law enforcement agencies as and when approached on LRs and other issues of bilateral/ multilateral cooperation in investigation.

During the year 2009 (upto 31 March, 2009) a total of 06 LRs have been sent to other NCBs for conducting investigation. All LRs pertain to the CBI.
EXTRADITION/ DEPORTATION

19.11. During the period under review, 03 wanted fugitives (subjects of Red Corner Notice) were extradited from abroad and 03 wanted fugitives (subjects of Red Corner Notice) were deported from abroad. Nineteen wanted fugitives (subjects of Red Corner notices) were located/arrested abroad and 10 wanted fugitives (again subjects of Red Corner Notices) were located/arrested in India, 09 of them were Indian nationals. The IPCU assists the Indian law enforcement agencies in preparation of extradition requests and also coordinates the arrest of fugitives in the country for extradition/deportation as the case may be. List of valid RCN has been reviewed and updated by collecting information from all state police authorities and CBI branches.

19.11.1 During the year 2009 (upto 31 March, 2009) no wanted fugitive was extradited/deported from abroad. Whereas 03 Wanted fugitives (subjects of Red Corner Notices) have been located/arrested in India. All of them are Indian nationals.

9TH D. P. KOHLI MEMORIAL LECTURE - 2008

Hon'ble Vice President Shri M. Hamid Ansari delivering the 9th D. P. Kohli Memorial Lecture at Vigyan Bhawan, New Delhi on April 23, 2008

19.12 Central Bureau of Investigation has been organising Annual Memorial Lecture in honour of Padma Vibhushan Late D.P. Kohli, the founder Director of Central Bureau of Investigation since 2000. The 9th D.P. Kohli, Memorial Lecture on the occasion of
45th Raising day of Central Bureau of Investigation was held by CBI on April 23, 2008 at Vigyan Bhawan, New Delhi. Shri M. Hamid Ansari, the Vice President of India delivered the lecture on the topic, “The Enemy within- Corruption, Development and Governance”. In his speech, Shri Ansari, emphasised that the corruption hampers, governance and development and constrains the progress of the Indian society. Since it impacts on all aspects of state activity, it becomes the most important threat to the state, more so because it is less visible than the external enemy.

19.12.1 On the occasion the D.P.Kohli Award for the Best Detective Constable/ Head Constable of the CBI for the year 2007 was presented to Shri Mahender Singh, Head Constable, SCR.II, CBI, New Delhi by the Minister of State, Shri Prithiviraj Chavan with a commendation certificate and cash reward of Rs.10,000/-.

CBI ACADEMY

19.13 CBI Academy started functioning from 10, January, 1996 in its Campus at Ghaziabad. During the year 2008 the Academy conducted 93 courses as compared to 88 courses in 2007. During the year 2008, the XIIth Batch comprising 39 Sub-Inspectors reported to the Academy on 29 September, 2008 for Basic Training. During the year 2009 (upto 31 March, 2009) CBI Academy Ghaziabad conducted 31 courses, in which 835 persons were trained.
20.1 The enactment of Administrative Tribunals Act, 1985 opened a new chapter in the sphere of administering justice to the aggrieved government servants in their service matters. The Administrative Tribunals Act owes its origin to Article 323-A of the Constitution of India which empowers central government to set up by an Act of Parliament Administrative Tribunals for adjudication of disputes and complaints with respect to recruitment and conditions of service of persons appointed to the public services and posts in connection with the affairs of the Union and the States. In pursuance of the provisions contained in the Administrative Tribunals Act, 1985, the Tribunals, set up under it exercise original jurisdiction in respect of service matters of employees covered by the Act. As a result of the judgement dated 18 March, 1997 of the Supreme Court in the case of L. Chandra Kumar and Others Vs. UOI, the appeals against the orders of an Administrative Tribunal shall lie before the Division Bench of the concerned High Court.

20.2 The Administrative Tribunals are distinguishable from the ordinary courts with regard to their jurisdiction and procedure. They exercise jurisdiction only in relation to the service matters of the litigants covered by the Act. They are also free from the shackles of many of the technicalities of the ordinary courts. The procedural simplicity of the Act can be appreciated from the fact that the aggrieved person can also appear before it personally. The government can also present its cases through its departmental officers or legal practitioners. Further, only a nominal fee of Rs.50/- is to be paid by the litigants for filing the application before the Tribunal. Thus, the objective of the Tribunal is to provide speedy and inexpensive justice to the litigants.

20.3 The Act provides for establishment of Central Administrative Tribunal as well as the state Administrative Tribunals. The Central Administrative Tribunal was set up on 1 November, 1985. Today, it has 17 regular Benches, 15 of which operate at the principal seats of High Courts and the remaining two at Jaipur and Lucknow. These Benches also hold circuit sittings at other seats of High Courts.

20.4 In brief, the Tribunal consists of a Chairman, Vice Chairmen and Members. The Vice-Chairman and Members are drawn from judicial as well as administrative
streams so as to give the Tribunal the benefit of expertise both in legal and administrative spheres. As per AT (Amendment) Act 2006, the posts of the Members have been equated with that of the Vice Chairman and the posts of Vice Chairman will not be filled after the expiry of terms of the present incumbents. The sanctioned strength of the Chairman, Vice Chairmen and Members of Tribunal at present is as below:-

- Chairman : 1
- Vice-Chairmen : 16
- Members : 49

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66

20.5. It has also been the constant endeavour of this Ministry that the posts of Chairman and Members are filled up well in time and no post remains vacant for a long time. The appointment of Chairman, CAT, as per practice, is made by the Chief Justice of India on a reference made to this effect by the central government. The appointment of the Members on the other hand are made on the basis of recommendations of a Selection Committee Chaired by a nominee of the Chief Justice of India who is a sitting judge of the Supreme Court. The appointment of Vice Chairmen in CAT have been discontinued after the expiry of terms of the present incumbents since the posts of Members have been upgraded to the level of Vice Chairmen in the CAT as per the AT (Amendment) Act 2006. The appointments are made with the approval of Appointments Committee of the Cabinet after obtaining the concurrence of the Chief Justice of India. All selections of Members have been made against the vacancies of Vice-Chairmen and Members in CAT arising upto 30 June 2008.

20.6. Under the Administrative Tribunal Act, the State Administrative Tribunals were initially set up in the following states -

1. Andhra Pradesh
2. Himachal Pradesh
3. Orissa
4. Karnataka
5. Madhya Pradesh
6. Maharashtra
7. Tamil Nadu and
8. West Bengal

20.6.1 However, the Madhya Pradesh, Tamil Nadu and Himachal Pradesh Administrative Tribunals have since been abolished. The appointments to the vacancies in the State Administrative Tribunals are made on the basis of proposals sent by the state governments with the approval of the Governor. Thereafter, their appointments undergo the same process as the one in respect of Central Administrative Tribunal.

20.7 Since its inception in 1985 up to 30 September, 2008 the Central Administrative Tribunal received 517472 cases (including those transferred from High Courts) for adjudication. Out of which 4,95,608 cases have been disposed of leaving a pendency of 21,864 cases. A statement indicating the institution disposal and pendency of cases since inception of CAT is at Appendix-I. As regards implementation of the judgements of the CAT is concerned all the ministries and departments were requested to monitor the implementation of the judgements of the CAT. According to the information for the period 2003-2004 to 2007-2008 forwarded by 13 ministries/departments, Out of 776 judgements given 488 have been implemented and appeals have been filed against 288 judgements in the various High Courts.

20.8 With a view to making it more attractive for serving officers from All India Services and Group A Central Civil Services to opt for appointment as Administrative Members and to attract the best talent from the judicial stream for appointment as Judicial Members and also to provide for greater stability in the office of the Chairman CAT, the Administrative Tribunal Act, 1985 has been amended and the same has been made effective with effect from 19 February, 2007.

20.9 A total of 26 vacancies of Administrative as well as Judicial Members were advertised this year, out of which appointment orders were issued for filling up 10 vacancies. For the remaining 16 vacancies, selections have been held and approvals are being obtained.
20.10 Section 14(2) of the Administrative Tribunals Act, 1985 empowers the central government to extend the provisions of the Act to local or other authorities within the territory of India or under the control of Government of India and to corporations or Societies owned or controlled by Government of India. In exercise of these powers, the central government had extended the provisions of the Act to 88 more organisations this year bringing the total to 191 organisations so far.

20.11 With a view to improving the quality of judgements being delivered by the Central Administrative Tribunal, an initiative has been taken to send the newly appointed Members to the National Judicial Academy at Bhopal, for an orientation programme. The first of the training programmes is expected to start soon.

20.12 For the first time, this year an All India National Conference of all the Members of the Central Administrative Tribunal was organized on 2 – 3 August 2008 at Vigyan Bhavan at New Delhi. The conference was inaugurated by the Chief Justice of India and the keynote address on ‘Service Law’ was given by Justice Arijit Pasayat, Judge, Supreme Court. The Minister for Law and Justice and Minister of State (Personnel) were also present.
## APPENDIX-I

### STATEMENT SHOWING THE POSITION OF INSTITUTION, DISPOSAL AND PENDENCY OF CASES IN THE CENTRAL ADMINISTRATIVE TRIBUNAL SINCE INCEPTION UPTO 30 SEPTEMBER, 2008

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Period</th>
<th>Institution</th>
<th>Disposal</th>
<th>Pendency at the end of the period</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>1985</td>
<td>2963</td>
<td>30</td>
<td>2933</td>
</tr>
<tr>
<td>2.</td>
<td>1986</td>
<td>23177</td>
<td>8934</td>
<td>17176</td>
</tr>
<tr>
<td>3.</td>
<td>1987</td>
<td>19410</td>
<td>15084</td>
<td>21502</td>
</tr>
<tr>
<td>4.</td>
<td>1988</td>
<td>19425</td>
<td>13769</td>
<td>27158</td>
</tr>
<tr>
<td>5.</td>
<td>1989</td>
<td>18602</td>
<td>13986</td>
<td>31774</td>
</tr>
<tr>
<td>6.</td>
<td>1990</td>
<td>19283</td>
<td>15495</td>
<td>35562</td>
</tr>
<tr>
<td>7.</td>
<td>1991</td>
<td>21623</td>
<td>17552</td>
<td>39633</td>
</tr>
<tr>
<td>8.</td>
<td>1992</td>
<td>25184</td>
<td>23782</td>
<td>41035</td>
</tr>
<tr>
<td>9.</td>
<td>1993</td>
<td>27067</td>
<td>28074</td>
<td>40028</td>
</tr>
<tr>
<td>10.</td>
<td>1994</td>
<td>26230</td>
<td>26409</td>
<td>39849</td>
</tr>
<tr>
<td>11.</td>
<td>1995</td>
<td>25789</td>
<td>23668</td>
<td>41970</td>
</tr>
<tr>
<td>12.</td>
<td>1996</td>
<td>23584</td>
<td>20667</td>
<td>44887</td>
</tr>
<tr>
<td>13.</td>
<td>1997</td>
<td>23098</td>
<td>21981</td>
<td>46004</td>
</tr>
<tr>
<td>14.</td>
<td>1998</td>
<td>21911</td>
<td>18394</td>
<td>49521</td>
</tr>
<tr>
<td>15.</td>
<td>1999</td>
<td>22944</td>
<td>24566</td>
<td>47899</td>
</tr>
<tr>
<td>16.</td>
<td>2000</td>
<td>25146</td>
<td>31398</td>
<td>41647</td>
</tr>
<tr>
<td>17.</td>
<td>2001</td>
<td>25977</td>
<td>31953</td>
<td>35671</td>
</tr>
<tr>
<td>18.</td>
<td>2002</td>
<td>25398</td>
<td>29514</td>
<td>31555</td>
</tr>
<tr>
<td>19.</td>
<td>2003</td>
<td>25089</td>
<td>28076</td>
<td>28568</td>
</tr>
<tr>
<td>20.</td>
<td>2004</td>
<td>23825</td>
<td>27735</td>
<td>24658</td>
</tr>
<tr>
<td>21.</td>
<td>2005</td>
<td>21528</td>
<td>22408</td>
<td>23778</td>
</tr>
<tr>
<td>22.</td>
<td>2006</td>
<td>18722</td>
<td>17774</td>
<td>24726</td>
</tr>
<tr>
<td>23.</td>
<td>2007</td>
<td>17725</td>
<td>18674</td>
<td>23777</td>
</tr>
<tr>
<td>24.</td>
<td>2008</td>
<td>18173</td>
<td>20352</td>
<td>19685</td>
</tr>
</tbody>
</table>

**TOTAL** 521873 500275 20598
21.1 The accounts of the Ministry of Personnel, Public Grievances and Pensions and its Various Subordinate/Attached Offices are being audited by the inspection teams of the Director General of Audit, Central Revenues/Accountant Generals of the States at an interval of two years or more. As per available information, the total number of outstanding audit objections as on 31 December, 2008 was 151 as per office-wise breakup given below:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name of Office</th>
<th>Outstanding Audit Objections</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>As on 31.12. 2007</td>
</tr>
<tr>
<td>1.</td>
<td>Staff Selection Commission</td>
<td>34</td>
</tr>
<tr>
<td>2.</td>
<td>Central Administrative Tribunal</td>
<td>49</td>
</tr>
<tr>
<td>3.</td>
<td>Department of Personnel and Training</td>
<td>16</td>
</tr>
<tr>
<td>4.</td>
<td>Central Vigilance Commission</td>
<td>–</td>
</tr>
<tr>
<td>5.</td>
<td>Central Information Commission</td>
<td>–</td>
</tr>
<tr>
<td>6.</td>
<td>Lal Bahadur Shastri National Academy of Administration</td>
<td>22</td>
</tr>
<tr>
<td>7.</td>
<td>Union Public Service Commission</td>
<td>9</td>
</tr>
<tr>
<td>8.</td>
<td>Central Bureau of Investigation</td>
<td>4</td>
</tr>
<tr>
<td>9.</td>
<td>Institute of Secretariat Training and Management</td>
<td>10</td>
</tr>
<tr>
<td>10.</td>
<td>Department of AR and PG</td>
<td>6</td>
</tr>
<tr>
<td>11.</td>
<td>Department of Pensions and Pensioners Welfare</td>
<td>–</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>150</strong></td>
</tr>
</tbody>
</table>

21.2 All the concerned authorities have been instructed to take steps for early settlement of the audit objections.
Department of Administrative Reforms and Public Grievances
1. The Department of Administrative Reforms and Public Grievances is the nodal agency of the Government of India for administrative reforms as well as redress of public grievances relating to the states in general and grievances pertaining to central government agencies in particular. The Department disseminates information on important activities of the government relating to administrative reforms and public grievance redressal through publications and documentation. The Department also undertakes activities in the field of international exchange and cooperation to promote public service reforms.

1.1 The mission of the Department is to act as a facilitator, in consultation with Central ministries/departments, states/union territories administrations, organisations and individuals, to improve the government functioning through process reengineering, Organisation and Methods and Grievance handling, and by promoting modernization, Citizen’s Charters, e-Governance and best practices. Some of the major steps taken by the Department to provide improved services to the people are given in the succeeding paragraphs.

ADMINISTRATIVE REFORMS

Second Administrative Reforms Commission (ARC)

2. The Second Administrative Reforms Commission (ARC) was constituted under the Chairmanship of Shri Veerappa Moily on 31 August, 2005 as a Commission of Inquiry, for preparing a detailed blueprint for revamping the public administration system. The Commission was requested to furnish its reports to the government within one year of its constitution, i.e. by 31 August, 2006. However, the term has since been extended upto 31 March, 2009 with the approval of the Cabinet.

2.1 A Group of Ministers (GoM) headed by the Minister of External Affairs has been constituted with the approval of the Prime Minister to consider the recommendations of the Commission and to review the pace of implementation of the recommendations as well as to provide guidance to the concerned ministries/departments in implementing the decisions. It has also been decided with the approval of the Prime Minister that the progress of the implementation will be reviewed at the level of Cabinet Secretary at monthly intervals before the recommendations are placed
before the GoM. The views and recommendations of the GoM will then be submitted for the information/directions of the Prime Minister.

2.2 The Commission has so far submitted following eleven Reports:-

(i) **Right to information: Master Key to Good Governance** (9 June, 2006): This Report deals with effective implementation of the Right to Information Act (*Nodal Department: Department of Personnel and Training*).

(ii) **Unlocking human capital: Entitlements and Governance – a Case Study** (31 July, 2006): This Report deals with the implementation of the National Rural Employment Guarantee Act (*Nodal Ministry: Ministry of Rural Development*).

(iii) **Crisis Management: From Despair to Hope** (31 October, 2006): This Report makes recommendations on enhancing effectiveness of response and recovery in meeting crisis situations arising out of natural and man-made disasters (*Nodal Ministry: Ministry of Home Affairs*).

(iv) **Ethics in Governance** (12 February, 2007): In this Report, the Commission has made recommendations relating to various legal, institutional and procedural measures covering the legislature, judiciary and the executive with the focus on tackling corruption. (*Nodal Department: Department of Administrative Reforms and Public Grievances*)

(v) **Public Order: Justice for each……Peace for all** (26 June, 2007): This Report deals with Public Order, policing and attendant issues related to the criminal justice system (*Nodal Ministry: Ministry of Home Affairs*).

(vi) **Local Governance: An inspiring journey in the future** (27 November, 2007): This Report focuses on issues relating to rural and urban local governance in India with a specific focus on the need for local democratic decentralization. (*Nodal Ministry: Ministry of Panchayati Raj*).

(vii) **Capacity Building for Conflict Resolution – Friction to Fusion** (17 March, 2008): The Report tries to examine the background and the emerging facets of many conflicts that plague India. (*Nodal Ministry: Ministry of Home Affairs*).

(viii) **Combating Terrorism: Protecting by Righteousness** (7 August, 2008) - The Report deals with the menace of terrorism and how India’s legal and admin-
Administrative framework can be refurbished to tackle it. *(Nodal Ministry: Ministry of Home Affairs)*.

(ix) *Social Capital: A Shared Destiny* (08 October, 2008) – The Report offers strategies and tools for companies to expand beyond traditional business practices and bring in the world’s poor as partners in growth and wealth creation. *(Nodal Department: Department of Administrative Reforms and Public Grievances)*.

(x) *Refurbishing of Personnel Administration – Scaling New Heights* (27 November, 2008) – This Report tries to advocate a total change and radical transformation, proposing a wide ranging agenda of reforms, including reforms relating to recruitment, training, tenure, domain competency creating of leadership cadre, performance based management, exit mechanisms, creation of executive agencies, accountability for results, code of Ethics and enactment of a civil service legislation. *(Nodal Department: Department of Administrative Reforms and Public Grievances)*

(xi) *Promoting e-Governance: The Smart Way Forward* (16 January, 2009) - This Report tries to analyse the successes and failures of e-Governance initiatives in India and at the global level, in order to extrapolate the best practices, key reform principles and recommendations that can help the government to implement a new paradigm of governance in the country. *(Nodal Department: Department of Information and Technology)*.

2.2.1 The recommendations contained in all the reports of the Commission presented so far are under various stages of examination/implementation by the Government.

**CIVIL SERVICES DAY**

3. The 3rd Civil Services Day was held on 21 April, 2008 in New Delhi. The Prime Minister, Dr. Manmohan Singh while inaugurating the Civil Services Day said that the Civil Services need a renewed commitment in placing them on the side of the disadvantaged in society. Speaking on the occasion, the Prime Minister said considerable process reform can be undertaken by the civil services to address several issues. Further elucidating the subject, he said, the challenge now is, for effective public management of the resources besides creating an open, transparent
and accountable systems of delivery. The inauguration was attended among others by Shri Prithviraj Chavan, Minister of State for Personnel, Public Grievances and Pensions and Shri A.Raja, Minister for Communications and Information Technology.

3.1 In his address, the Minister of State for Personnel, Public Grievances and Pensions, Shri Prithviraj Chavan underlined the importance of improving the public service delivery system. Shri Chavan also listed several steps undertaken towards improving the delivery system and gearing up the Civil Services to meet the challenges of administration.

3.2 An exhibition on ‘Innovations in Administration’ and a display of books written by civil servants was also inaugurated by the Prime Minister. The theme for this year was ‘Innovations in Administration’. A commemorative postal stamp was also released on the occasion.

3.3 Dr. Manmohan Singh released a book on Innovations in Administration titled “Splendour in the Grass” compiled by the Department of Administrative Reforms and Public Grievances. The book covers various innovations successfully tried out by different ministries/departments, state/union territories administrations, national and international organisations. Secretaries to Government of India, Chief Secretaries and Heads of other Services and various Central Services participated in the day-long deliberations.
3.4 After the inaugural, the technical session commenced with a talk by the Comptroller and Auditor General of India, on ‘Decision Making in Government: Role of Audit’. This was followed by three parallel panel discussions on – ‘Recruitment and Training in Civil Services’; ‘Performance Appraisal of Civil Servants’ and ‘Readiness of Civil Service to meet current challenges’.

3.5 This Day is being observed by all the Civil Services to rededicate and recommit themselves to the cause of the people. It provides a unique opportunity for introspection, as also, to chalk out future strategies to deal with the challenges being posed by the changing times. The Civil Services Day is being celebrated since 2006 and is organized by the Department of Administrative Reforms and Public Grievances, Government of India.

CHIEF SECRETARIES CONFERENCE

4. The Chief Secretaries’ Conference was held on 22 April, 2008 in New Delhi, which was inaugurated by the Cabinet Secretary, Shri K.M.Chandrasekhar.

4.1 The conference serves the twin purpose of assessing the performance of different states over a period of time, as also, appraisal of the progress made in respect of various flagship programmes of different nodal ministries of the Government of India. Over a period of time, this has proved to be a useful platform to deliberate upon and sorting out bottlenecks on critical issues like price rise, law and order, education, health, employment and rural development.

4.2 The conference focused on: progress of state mission mode projects; power sector; disaster management and preparedness; rural development projects; price rise in essential commodities; issues relating to drinking water supply and higher education.

4.3 The day-long conference was attended by Vice Chairman, National Disaster Management Authority and Secretaries of the ministries/departments of Higher Education, Information Technology, Power, Food and Public Distribution, Consumer Affairs and Drinking Water Supply along with the Chief Secretaries/Administrators of the states.

PM’S AWARD FOR EXCELLENCE IN PUBLIC ADMINISTRATION

5. The Prime Minister’s Awards for Excellence in Public Administration were instituted to acknowledge the extraordinary and innovative work of civil servants. Under the
DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

Scheme, all officers of central and state governments individually or as a group or as organisation are eligible. The award carries a medal, scroll and a cash amount of one lakh rupees. In case of a group, the total award money is five lakh rupees subject to a maximum of one lakh rupees per person. For an organisation, this is limited to five lakh rupees. The Department of Administrative Reforms and Public Grievances is the nodal agency for inviting nominations and coordinating the process for the Awards.

5.1 The Prime Minister, Dr. Manmohan Singh gave away the Prime Minister’s Awards for Excellence in Public Administration for the year 2006-07 for the second time on 21 April, 2008, on the occasion of Civil Services Day. There were fourteen initiatives in three categories - individual, group and organisation for the year that were awarded. Under the individual category the awards were bagged by (i) Shri J. K. Tripathy, Inspector General of Police, Government of Tamil Nadu for ‘Trichy Community Policing’, (ii) Dr. T. Chandra Shekhar, Vice President and CEO Maharashtra Housing and Area Development Authority, Mumbai for ‘Changing face of Thane and Nagpur Cities’, (iii) Ms. Sheela Rani Chunkat, Chairman, Tamil Nadu Industrial Investment Corporation Ltd., for her initiative ‘Improving Maternal and Child Survival and Health’. Under the Group category the awards were given to (i) A team of officers from Uttar Pradesh for ‘Lokvani – an effort to empower the citizen’ (Uttar Pradesh), (ii) A team of officers from Office of Comptroller and Auditor General of India for ‘Information Technology Audit Initiative’, (iii) A team of officers from the state of Uttarakhand for ‘Effective Management of Protected Areas – Uttarakhand’, (iv) A team of officers at Centre for Railway Information System for ‘Unreserved Ticketing System – Ministry of Railways’, (v) A team of officers from Government of Maharashtra for ‘Rajarshi Shahu Sarvangin Karyakram, Zilla Parishad, Kolhapur, Maharashtra’, (vi) A team of officers from Government of NCT of Delhi for ‘Radical Improvement in Delhi Government School System, Government of NCT of Delhi’, (vii) A team of officers from state of Jammu and Kashmir for ‘Extraordinary Performance in Emergent Situation of Earthquake in the State of J&K’. Under the Organisation Category the awards were given to (i) Water and Sanitation Management Organisation (WASMO) – ‘Innovative Participatory Drinking Water Delivery Approach in Rural Areas of Gujarat’ – Government of Gujarat, (ii) State Poverty Eradication Mission, Kudumbashree – ‘Asraya – Destitute

STUDIES UNDER PLAN SCHEME

6. Department of Administrative Reforms and Public Grievances is also conducting various studies under Plan Scheme. A brief description thereof is given below:-

Study for developing Internal Control and Risk Management framework

6.1 The Department is conducting a study for developing Internal Control and Risk Management framework to manage risk in ministries/departments and their subordinate offices. The objective of the project is to incorporate risk management and internal control procedures in the process of conceptualization and implementation of government schemes in order to remove and effectively manage the bottlenecks/ issues faced by relevant ministries and agencies in achieving the goals/ purposes for which the schemes are formulated. The Department has entrusted the assignment to M/s Ernst and Young.

State of Governance Report (SoGR).

6.2 Under the Capacity Building for Poverty Reduction (CBPR) Programme, the Department is developing a framework and methodology for assessing the state of governance in a State in general with a focus on the poor. The Centre for Good Governance, Hyderabad has been assigned consultancy services for the State of Governance Report. SoGR would enable a given state to assess its performance on pre-determined dimensions of governance over a temporal scale. The scope of the study relates to development of a model that includes indicators and appropriate measures and data collection instruments required for assessing the State of Governance; testing the assessment model in the field in selected pilot states with a view to establish the reliability and validity of the concept and preparation of a roll out model for SoGR assessment in other states/union territories. The Centre for Good Governance has submitted its final report which is under process by the Government.
Study on Social Accountability mechanism

6.3 As a part of the CBPR Programme, one of the initiatives proposed under the Programme is to commission a study on social accountability which would suggest social accountability that relates our civic engagement in Sarva Shiksha Abhiyan (SSA) and National Rural Health Mission (NRHM). The study will explore ways and means of enhancing the ability of citizens (especially the poor and the marginalised) to engage with public servants and politicians in a more informed, direct and constructive manner so that the services under the aforesaid national programmes are effectively delivered.

6.3.1 National Institute of Administrative Research (NIAR) a unit of Lal Bahadur Shastri National Academy of Administration (LBSNAA) Musssoorie has been entrusted with the assignment.

6.3.2 NIAR would be developing necessary generic tools/framework relating to social accountability which could also be adopted in various social sector schemes/programmes of the Government of India. The tool/framework developed for evaluating social accountability in different schemes, would be validated by its application to the two schemes of SSA and NHRM, and an analysis made of the results obtained.

ORIENTATION TRAINING PROGRAMME FOR ASSISTANTS, SECTION OFFICERS AND UNDER SECRETARIES POSTED IN MINISTRIES/DEPARTMENTS.

7 As part of the CBPR Programme, a proposal for training of Assistants, Section Officers and Under Secretaries posted in various ministries/departments has been initiated by the Department. The project/proposal has been developed in consultation with ISTM, Training Division, CS Division and DAR&PG. The need for Orientation Training for Assistants, Section Officers and Under Secretaries was felt, as the same would provide an opportunity to have a feel of the field situation and sectoral knowledge of the ministries / departments even before the officer actually joins the new office/posting. Further, the domain specific knowledge, familiarity with the ministries’ / departments’ activities, flagship programmes, policies as well as the ground situation will help the officer get integrated with the day to day working of the ministries / departments and in understanding and evaluating proposals, formulating policies and programmes and, thus, improve efficiency and facilitate
decision making. It will also aid in establishing a clear foundation and expectations in terms of developing responsibility, integrity and, thus, increasing overall productivity, which is essential for Good Governance.

7.1 ISTM would structure the training design, training material and provide overall coordination and logistical functions. The training design and content will be designed in collaboration with the line ministries/departments. The CS Division of DoPT which is the cadre controlling authority would be responsible for intimating (well in advance) and nominating the officers for orientation training to ISTM. It will also coordinate with the line departments/ministries for release of the officers nominated. At the outset, the Pilot Project would be implemented in five ministries/departments namely: Department of Administrative Reforms and Public Grievances, Department of Personnel and Training, Ministry of Health, Ministry of Defence and Ministry of Rural Development. ISTM has been entrusted with the assignment.

PUBLIC GRIEVANCES (APRIL 2008 TO MARCH, 2009)

8 The work of formulation of Policy on ‘Public Grievances’ and installing of an institutional framework for redress of public grievances in Government of India was entrusted to this Department as a new activity in December 1987. As per Allocation of Business Rules the Department is responsible for Policy and Coordination of issues relating to (a) Redress of Public Grievances in general and (b) Grievances pertaining to central government agencies.

8.1 Over the years the function of PG has increased in complexity and significance particularly after the coming in to effect of the Right to Information Act 2005. From its simple beginnings through issue of Policy Guidelines on PG, the scope of Public Grievances today envisages introduction of the concept of quality management in Service Delivery by all central government agencies. As in 2008-09 the following comprise the dimensions of activity relating to the function of public grievances in Government of India.

8.2 An internet based Centralized Public Grievance Redress and Monitoring System (CPGRAMS) is functional in 90 central ministries / departments / organisations since June 2007. The CPGRAMS has many facilities for the citizens like lodging complaints online and getting a unique registration number for further reference.
Acknowledgement is provided instantly and also later on by e-mail and citizens can also send the grievances directly to Ministries/Departments. Grievances received directly by post are registered on behalf of the citizen by DARPG and complaint is scanned and forwarded to the ministry concerned for its timely redressal. Details on the implementation of the CPGRAMS is provided below in a separate sub-section.

8.3 A Quality Management System (QMS) ‘Sevottam’ Model has been developed for bringing improvements in the quality of public service delivery. This is a national initiative for institutionalizing an assessment-improvement framework for improving the quality of service delivery on a continuous basis through the involvement of ministries / departments and citizens. Sevottam includes three dimensions of a public service organisation as follows:

(a) Citizen’s Charter
(b) Public Grievance Redress
(c) Service Delivery Capability

8.4 A ‘nine quality of compliance’ criteria based on published standards have been developed.

8.5 Pilot Projects on Sevottam in central ministries / departments have been initiated since 2006-07. From 2006 Sevottam Pilot Projects are being implemented in central government ministries departments. In 2008-09 the pilot initiatives are in process in 14 ministries / departments.

8.6 Pilot projects on Quality Management System under the Capacity Building for Poverty Reduction (CBPR) Plan Project have been initiated with state government from 2008-09. From 2008-09 the CBPR Sevottam pilot project have been started in Himachal Pradesh (Municipal Corporation, Shimla) and Karnataka (Department of Women and Child Development). The Municipal Corporation, Shimla project has been completed on 31 March, 2009. In addition, project due to begin in 2009-10 are in Orissa (Public Distribution System) Madhya Pradesh (Health and Family Welfare Department).

8.7 Studies of Citizen’s Charters, Information Facilitation Centres, and PGRAM been undertaken by the Indian Institute of Public Administration, New Delhi. Reports on
all the three Studies have been received in the Department between August to November 2008.

8.8 Action for review of existing Citizen’s Charters has been initiated for all ministries/ departments / organisations in Government of India

8.9 The Public Grievances Division has also taken action for implementation of recommendations of the Second Administrative Reforms Commission (ARC) contained in its 4th Report entitled “Ethics in Governance”. These include Recommendation Nos. 31 (5.1.12) on ‘Citizen’s Initiatives’. This has four aspects namely:

(a) Citizen’s Charters should be made effective by stipulating the service levels and also the remedy if these service levels are not met.

(b) Citizens may be involved in the assessment and maintenance of ethics in important government institutions and offices.

(c) Reward schemes should be introduced to provide incentives for citizen’s initiatives.

(d) School awareness programmes should be introduced, highlighting the importance of ethics and how corruption can be combated.

CENTRALIZED PUBLIC GRIEVANCE REDRESS AND MONITORING MECHANISM (CPGRAM)

9 The Public Grievance Redress and Monitoring (PGRAM) System that was in use prior to May 2007 was server based and it involved additional investment in installation and maintenance of servers in each ministry/ department. This expenditure requirement had significantly slowed the progress of implementation of the PGRAM System in Government of India. From June 2007, a new centralised PGRAM was initiated that was based on the Internet technology and that provides linkages in all the Central Ministries / Departments with out additional expenditure. This has facilitated the expeditious implementation of CPGRAM System that has been made functional in all the 90 ministries / departments of Government of India since its initiation in June, 2007. During the year all the Nodal Officers of 90 ministries/ departments have been given a User Name and Password through which they can access the CPGRAM software from the Centralized Server located in...
DARPG. The ministries / departments can also open accounts of their subordinate offices through this system thereby facilitating access to CPGRAM software by all field units as well.

9.1 During 2008-09 to ensure implementation of CPGRAM System in all Ministries / Departments and its effective usage, an Action Plan was drawn up to complete this activity in a time bound manner. As per this Plan monthly meetings of 20 to 25 ministries under the Chairmanship of Additional Secretary are organised in which grievances of these ministries / departments are reviewed and progress of CPGRAM is monitored. Wherever needed, training with the help of NIC is organized for better utilization of this System. 90 ministries / departments are currently utilizing the CPGRAM System. Operational Training Sessions were also organized by DARPG in August and September 2008. Also in September and October 2008, on the request of the Banking Division, Department of Financial Services, zonal training was organized in New Delhi, Kolkata, Bangalore and Mumbai for all the nationalized banks and the Banking Ombudsmen.

9.2 Meetings of Directors of Public Grievances in ministries / departments were organized on 24 April, 22 May and 20 August 2008. These meetings were chaired by the Additional Secretary (AR&PG). In all these meetings the implementation of CPGRAM and the pending public grievances were reviewed, grievance prone areas identified and departments were advised for effecting systemic changes to capture growth of grievances. The CPGRAM Systems now provides a facility for the citizen to directly send their grievances to the concerned ministry / department. To ensure responsiveness from the ministries / departments the System provides a handy tool for Directors of Public Grievances (Joint Secretary level officers) in each ministry/department to monitor grievances. The System provides suggestive categories under which the ministries/departments can categorise the grievances for making systemic improvements. From 1 April, 2008 to 30 March, 2009, the quantum of grievances handled by the CPGRAM system was 60,174 out of which 22,787 were for DARPG and 37,387 were for other ministries / departments.

9.3 D.O. letters from Secretary (AR&PG) to all Secretaries / Heads of Departments in Government of India have been written requesting them to review the grievances pending in their ministry / department for prompt redress and action in a time bound manner for further utilization and implementation of the CPGRAM.
9.4 The CPGRAM is accessible at http://pgportal.gov.in. It has facility to upload reports and to issue communications to the petitioner/complainant. Most of the organisations having a large public interface are now using the system.

9.5 The Governments of Rajasthan and Haryana have requested for implementation of pilot of CPGRAM. To suit the requirement of the governments the software is being customized with a local language interface. This would facilitate its installation in all states in future.

ORGANISATION AND METHODS DIVISION

Modernization of Government Offices

10 The Plan Scheme on Modernization of Government Offices was launched in 1987-88 with the objective of improving the work environment through functional layouts, creation of open offices, reduction of paper work by using modern aids, cost effective and space effective records management. It was envisaged to become a tool to increase efficiency and productivity of the workforce with better public service delivery and public satisfaction as the ultimate aims. The existing guidelines as were revised and issued in the year 2007 and enforced from the financial year 2007-08 lay thrust on comprehensive and integrated planning, modern work stations, uniformity in the physical parameters and maintenance of the modernized units and also incorporated the provisions of General Financial Rules, 2005.

10.1 The Scheme has been very popular and has been able to achieve its objectives to a large extent. Till date, an amount of Rs.38.00 crores has been sanctioned to various ministries/departments against 376 proposals. The Scheme has an inbuilt mechanism, which ensures active involvement of user ministries/departments, executing agencies and Department of Administrative Reforms and Public Grievances resulting in the optimum utilization of the resources available. The Scheme is intended to provide a catalytic affect only to the process of modernization as a part of overall process of Administrative Reforms and it is to be supplemented with the efforts of ministries/departments themselves with regard to modernization. Administrative efficiency and better public services are the prime objectives of the Scheme. It is incumbent upon the user ministries/departments to keep these objectives in view while formulating and implementing the proposals and also to make endeavour to realize those objectives.
10.2 The requirement of funds is increasing every year as more and more ministries/ departments are becoming aware of the Scheme and the benefits derived from it. This Department constantly monitors the effectiveness of the Scheme through feedback received from the user ministries /departments and impact studies and brings about the requisite changes in guidelines of the Scheme. The present revision of guidelines was done due to the changes in the provisions of General Financial Rules, 2005.

10.3 The Department keeps track of the implementation of the Scheme, wherein the user ministries/departments are required to submit utilisation certificate. This Department has been able to receive utilisation certificates of the status of all the funds released under the scheme upto 31 March, 2008. It had also carried out several on-the-spot studies of the modernized units. In the year 2002, it was decided to have the impact assessment done through an independent agency and accordingly M/s JPS Associates were engaged to do the job. They conducted a comprehensive study of various ministries/ departments. They, in their report, concluded that the modernization exercise was definitely a step forward. In addition to the stated objectives of modernization, the agency listed the following intangible benefits:- improved morale, feeling of pride in the workplace, improvement in efficiency in order to keep up with the image of a modern office, improved feeling of belongingness and better team work. Recently this Department had got another evaluation study done of this Scheme for deciding its continuance from X Plan to XI Plan through an outside Consultant viz. M/s.Wipro Ltd. This Consultant has not only recommended the continuation of the Scheme but also suggested higher outlay for it, keeping in view its popularity and impact.

10.4 The proposals received under the Scheme are examined by a Screening Committee, which is chaired by the Additional Secretary (AR&PG) and has members drawn from the Planning Commission, National Informatics Centre, Ministry of Urban Development and the Integrated Finance Division of the Department.

CENTRAL SECRETARIAT MANUAL OF OFFICE PROCEDURE (CSMOP)

11. The Department of Administrative Reforms and Public Grievances as a nodal agency is entrusted with the responsibility of prescribing procedures for Secretariat work. These find embodiment in the Central Secretariat Manual of Office Procedure
(CSMOP). The overall aim of the CSMOP is to increase productivity in work and to provide for a responsive administration without altering their basic logic which would reflect the changing working environment through the corresponding evolution of the processes and procedures/guidelines. In the light of developments taking place in the working environment like the role of Information Technology, Right to Information Act, etc. and the recommendations given by Administrative Reforms Commission the review of CSMOP is under process.

RECORD MANAGEMENT

12. One of the most important provisions of the CSMOP is records management. The Department facilitates and monitors the compliance with the procedures of management of records. To help the ministries/departments manage their records properly the Department has brought out a comprehensive book on records management which not only makes available all the events/instructions at one place, but also contains supporting guidelines and user manual for an automation programme named “Records Management Information System”.

12.1 The Records Management Training Module has also been developed under the World Bank Project on “Capacity Building for Good Governance”. The idea behind this component is to have a training module incorporating the best practices in India and abroad to prepare the government employees to meet the challenges of the time ahead, in the area of Records Management. The module would prove to be very handy particularly in fulfilling statutory obligations of the Right to Information Act, 2005 and the Public Records Act, 1993. The Training Module has been forwarded to Training Division, DOPT for appropriate action as it is the nodal agency for training programme. As part of this project e-mail management guidelines have also been developed which has been approved by Minister of State for Personnel, Public Grievances and Pensions. These guidelines have been printed in the form of booklets and circulated to all ministries/department and Administrative Training Institutes with the request to include in the training programme for government employees and to give wide publicity among the officers under their control. The guidelines are also available on the Department’s website www.http:\darpg.nic.in .

E-GOVERNANCE

13. The Department of Administrative Reforms and Public Grievances organises
National Conference on e-Governance every year in collaboration with Department of Information Technology and a state government. This Conference provides a platform to the senior officers of the government, experts, industry, academic institutions, civil society, etc., to discuss, exchange views and experiences relating to e-Governance. So far this Department has organised eleven such Conferences. The 11th National Conference on e-Governance was held at Panchkula, Haryana in February, 2008. The 12th National Conference on e-Governance was held at Goa on 12-13 February, 2009 under the theme “e-Governance: Breaking Barriers, Building Bridges”.

13.1 Every year, the Department of Administrative Reforms and Public Grievances recognizes and promotes excellence in e-Governance by awarding government organisations/institutions which have implemented e-Governance initiatives in an exemplary manner. National awards for e-Governance in the following categories are:

- Excellence in Government Process Re-engineering,
- Exemplary Horizontal Transfer of ICT-based Best Practice
- Outstanding Performance in Citizen-Centric Service Delivery
- Innovative Usage of Technology in e-Governance
The Department of Administrative Reforms and Public Grievances has undertaken a project funded by the Department for International Development (DFID), UK on ‘Capacity Building for Poverty Reduction’ (CBPR). The purpose of CBPR programme is to assist the Ministry of Personnel, Public Grievances and Pensions in its efforts to promote and support improvements in public administration, which will benefit the poor and the marginalised. The UK Government has provided an assistance of six million pounds i.e., Rupees 48.02 crores for this project during the period 2005-06 to 2008-09. The project period has been extended up to December 2010 with no additional cost.

Approach

The rationale for approach taken in this programme emanates from the fact that effective, efficient, and equitable delivery of basic services to the poor is a strong and positive correlate of poverty reduction. It is therefore reasonable to assume that competent and effective public service delivery systems within the realms of public administration are of critical importance for working towards poverty reduction.

The initiatives

The initiatives under the programme include:-

(i) *State of Governance Report*: This entails assessment, through scoring, of the states in the country on pre-determined dimensions of governance. The outputs of the initiative would be the rolling out of the state of governance for states on an agreed working concept of governance and its indicators with specific reference to poverty reduction.

(ii) *Functional and Strategic Review*: This involves diagnosis and prescription for enabling Department of Administrative Reforms and Public Grievances to emerge as the internal consultant to the government on reforms with refer-
ence to the Citizen’s Charter developed by the Department. The final outcome is creation, within DAR&PG, an institutional capacity to initiate, sustain and manage the reform process.

(iii) **Governance Knowledge Centre (GKC):** The endeavour under this initiative would be to upgrade the GKC portal (indiagovernance.org) from a digital repository to a knowledge centre available for reference on issues pertaining to governance.

(iv) **Training:** This initiative envisages developing a Pan India Model for training of service delivery personnel at the cutting edge. The working model developed is proposed to be tested through pilots in four states. A core group has also been formed at Haryana Institute of Public Administration (HIPA) to help Department of Personnel and Training (Training Division) to monitor the pilots.

(v) **Right to Information:** It is proposed to undertake a comprehensive review of one year of implementation of the Act with the help of an external consultant and subsequently provide assistance for implementing the suggested changes on account of the review.

(vi) **Collaboration with State Governments:** Under the aegis of this initiative it is possible for state governments to propose initiatives which seek to build capacity at the institutional, organisational or individual levels of the public administration in the state and can be developed in replicable models within the state and other states. The DAR & PG would work along with the state government concerned on any such initiative and provide the necessary funding for attendant technical assistance in piloting and developing prototypes. Guidelines for such collaboration have been circulated to all the state governments and 12 projects undertaken in collaboration with state government concerned.

(vii) **Social Accountability:** This initiative intends to explore the ways and means of enhancing the ability of citizens (especially the poor and the marginalized) to engage with public servants and politicians in a more informed, direct and constructive manner so as to improve public service delivery for health and education sectors.
(viii) **Study Programme:** The initiative is designed to help the officials of the DAR&PG (and other related departments) to develop the working knowledge of governance, its operational implications through exposure to study programmes and consultative visits.

(ix) **Implementation of a Quality Management System:** In order to drive individual departments and their delivery systems to move towards service delivery excellence, the Department of AR&PG seeks to pilot a model of quality service delivery. This effort involves departments at the state level and service delivery units at the district or local levels. Services of expert agencies are procured who along with the State Administrative Training Institutes will help develop through a pilot testing methodology for implementing a quality management system.

(x) **Modeling Best Practices:** Department of AR & PG has identified a set of good practices in the area of administrative reforms for all-round use by state governments. For this purpose, a replicable model is developed for a few identified best practices. The effort involves identifying and developing the underlying model from the existing best practice and then testing it in an identified place so that the replication of the working model is established.

**NATIONAL E-GOVERNANCE PLAN (NEGP)**

15. The National e-Governance Plan (NeGP) has been formulated by the Department of Information Technology (DIT) jointly with the Department of Administrative Reforms and Public Grievances (DAR&PG), keeping in view National Common Minimum Programme of the government which proposes to promote e-Governance on a massive scale in the areas of concern to the common man. The NeGP presently consists of eight supporting components and 27 Mission Mode Projects (MMPs) to be implemented at the central, state and local government levels.

15.1 The DAR&PG’s responsibility includes Generic Process Re-engineering and Change Management, which are to be realised across all government departments. For various Mission Mode Projects, concerned line ministries/ implementing agencies would be primarily responsible for carrying out the required Process Re-engineering and Change Management. DAR&PG/ DIT would also be promoting initiatives for
human resource development, training and awareness building and organisation structure.

15.2 The Department of Administrative Reforms and Public Grievances as a partner of the Department of Information Technology supervises, monitors and facilitates implementation of various Mission Mode Projects under the NeGP. DARPG is represented on and takes active part in the Apex Committee meetings organised to oversee the programme and provide policy and strategic directions for implementing the MMPs. This Department is also represented in the National Advisory Group on e-Governance. A Coordination Committee of DAR&PG and DIT interacts periodically for sorting out various issues pertaining to the plan in general and for accelerating the implementation of e-Governance projects in particular. As a Line Ministry, DAR&PG is responsible for implementing the e-Office, a Mission Mode Project identified under the NeGP.

E-OFFICE: A MISSION MODE PROJECT

16 e-Office is one of the Mission Mode Projects (MMP), which is aimed at significantly improving the operational efficiency of central government ministries and departments through improvement in the workflow mechanisms and associated office procedure manuals. The DAR&PG is the nodal agency for implementing the project. “e-Office” or any less-paper initiative primarily involves workflow automation and knowledge management including document/records management, setting and controlling the workflow in the organisation, work allocation and tracking, maintaining audit trails, performance benchmarking and generating operational MIS.

Objective

16.1 The objective of this project are:

- To improve efficiency, consistency and effectiveness of government responses;
- To reduce turnaround time and to meet the demands of the citizens charter;
- To provide for effective resource management for improving the quality of administration;
- To reduce processing delays; and
To establish transparency and accountability.

E-OFFICE PROJECT PROFILE

16.2 The strategic intent of e-Office is to transition to a less paper office within the next five years. Five sites viz. Ministry of Rural Development, Department of Information Technology, Department of Administrative Reforms and Public Grievances, Department of Personnel and Training and office of Central Information Commission have been identified for carrying out the pilot study and implementation for the e-Office project. After successful implementation of e-Office in the pilot Departments, the same would be extended in other ministries/department. National Institute for Smart Government (NISG), Hyderabad has been selected to provide technical support and expertise to this Department to conceptualise this project as well as to assist the Department in implementing the pilot at the five sites.

INTERNATIONAL EXCHANGE AND COOPERATION

Membership of the Commonwealth Association for Public Administration and Management (CAPAM)

17. The Ministry of Personnel, Public Grievances and Pensions (Department of Administrative Reforms and Public Grievances) is an institutional member of Commonwealth Association for Public Administration and Management (CAPAM) since 1997. CAPAM is a membership organisation dedicated to strengthening public management and consolidating democracy and good governance throughout the Commonwealth. Its mission is to promote the practical requirements of good governance, just and honest government across the Commonwealth countries and beyond. CAPAM provides a forum for the active exchange of innovations, knowledge and practice in citizen-centered service delivery, leadership development, growth, public service management and renewal. CAPAM serves its members as a centre of excellence in good governance and endeavour to build a more responsive and dynamic public service. As a non-profit association, CAPAM represents an international network of 1100 senior public servants, Heads of Government, leading academics and researchers located in over 50 different countries across the Commonwealth.
CAPAM International Innovations Award Programme

17.1 Since 1998, CAPAM has instituted a Biennial International Innovations Awards Programme. Through this Programme, CAPAM endeavours to promote new initiatives in government reform, to expose countries to varying perspectives on models of change and reform, to promote quality service to public, and to further strengthen communications and exchange among different member countries. This provides an opportunity to exchange experience on new developments and innovations in management in government of Commonwealth countries.

17.2 As an Institutional member of CAPAM, the Ministry of Personnel, Public Grievances and Pensions (Department of Administrative Reforms and Public Grievances) has been participating in this Programme ever since its institution and has been sponsoring best practices of the central and state Governments for this Awards Programme. All state governments and select central governments departments have been invited for submissions. A 10-member International Jury, reviews submissions to determine 10 finalists. AS (AR&PG) is one of the Jury members. There are six awards – one Gold, two Silver and three Bronze. India won the Gold medal in succession for the years 1998, 2000, 2002, and 2004. Indian entry entitled “Stree Shakthi Programme” (Womens’ empowerment by taking public services to slums through citizen engagement (Government of NCT of Delhi) won Silver Medal for the year 2006.

17.3 The sixth International Innovations Awards Programme - 2008 of CAPAM was held at Barbados from 15-17 October, 2008. The theme of the Awards Programme was “Innovations in Citizen Engagement and Service Delivery”. A total of 27 submissions were received from various state/central government agencies. The following three submissions also figured in the top ten:-

a) Jan Seva Kendra - ICT enabled Public Service Delivery Centre (Government of Gujarat)

b) Citizen Centric Approach for Making Safe Motherhood - A Right for every Women (Government of Madhya Pradesh)

c) Bio-Digester-An Innovation for Organic Farming (Government of Karnataka)
MEMBERSHIP OF INTERNATIONAL INSTITUTE OF ADMINISTRATIVE SCIENCES (IIAS)

18. The Ministry of Personnel, Public Grievances and Pensions is also an institutional member of the International Institute of Administrative Sciences (IIAS). The IIAS was set up in 1930 with its headquarters at Brussels, Belgium. The Institute promotes development of administrative sciences, institutional development of the economy and of the public sector management, better organisation and operation of public administrative agencies, improvement of administrative methods and techniques, etc.

18.1 A large part of IIAS activities is devoted to analysis and research, dissemination of information and consultancy. Three kinds of major meetings are organized by IIAS over a three year cycle: the International Congress of Administrative Sciences whose objective is to examine major trends world-wide in public administration; the Regional International Conference which focuses on a theme linked to problems of a region and Specialised International Conference which focuses on a very specific current theme.

MEMORANDUM OF UNDERSTANDING BETWEEN INDIA AND MALAYSIA

19. A Memorandum of Understanding on cooperation in the field of Civil Service, Personnel Management and Public Administration between Government of India, represented by the Ministry of Personnel, Public Grievances and Pensions (Department of Administrative Reforms and Public Grievances) and the Government of Malaysia, represented by the Public Service Department, was signed on 14 May, 2001 during the visit of Prime Minister of India to Malaysia.

19.1 To facilitate the implementation of the MoU across various spheres of interest identified for exchange and cooperation, a Joint Working Group on Civil Service (JWGCS), which is an inter-governmental machinery of India and Malaysia, has been constituted. The JWGCS consists of members of both the countries as nominated by the concerned parties. The Secretary, Ministry of Personnel, Public Grievances and Pensions is the leader of the Indian side and the Director General, Public Service Department is the leader of the Malaysian side. The JWGCS has formed three Task Forces for each side under its supervision with specific direction to spearhead issues in the identified areas of interest.
19.2 The first meeting of the India-Malaysia JWGCS was held in New Delhi on 25 February, 2002 during the course of which its Terms of Reference (TOR) were signed, the areas of interests identified and it was decided to set up three Task Forces by each to work on the identified areas of interest.

19.3 The second meeting of India-Malaysia JWGCS was held in Kuala Lumpur on 23 January, 2003 during the course of which a Work-Plan for the year 2003 and 2004, as prepared by the three Task Forces from both the sides was adopted by JWGCS for implementation.

19.4 The third meeting of India-Malaysia JWGCS was held in New Delhi on 7 January, 2004 to review the progress of implementation of various projects/activities charted under the Work Plan 2003 and 2004 in the identified areas of interest viz (i) Human Resource Management and Governance, (ii) Civil Service Matters, and (iii) Service Delivery and Productivity Enhancement. The next meeting of the JWGCS is proposed to be held in early 2009 in Malaysia.

INDIA-BRAZIL-SOUTH AFRICA (IBSA) CO-OPERATION IN THE FIELD OF PUBLIC ADMINISTRATION AND GOVERNANCE

20. The Prime Minister of India, the President of Brazil and the President of South Africa met in Brasilia (Brazil) on 13 September, 2006 for the 1st Summit meeting of the India-Brazil- South Africa dialogue forum. Pursuant to the IBSA Summit decision as contained in the Joint Declaration issued on the occasion, an IBSA Working Group on Public Administration (WGPA) has been set up by the three countries. The IBSA Working Group on Public Administration has been assigned a key role in the consolidation and advocacy of work on governance and public administration. The Working Group on Public Administration started working in December 2006. It has since held five meetings and adopted the following areas of cooperation as contained in the MoU:

- Integrated monitoring and evaluation
- E-governance
- Human Resource Development
- Citizen oriented service delivery
20.1 Collaboration in these areas represents the essence of the IBSA MoU on cooperation in the field of Public Administration and Governance, which has been signed on October 17, 2007 in South Africa, during the 2nd IBSA Summit.

20.2 In addition to this, the Working Group agreed that the IBSA process should result in setting up of a virtual centre of excellence which should facilitate the exchange of best practices. Such exchanges will in each country contribute to the consolidation of a public administration structure and enable it to address issues pertaining to the reduction of poverty, meeting the MDGs and the needs of a developmental State.

20.3 The 5th meeting of the Working Group was held in New Delhi on 10-11 September, 2008, when the next Plan of Action 2008-09, and targets, milestones and time-frame for exchange and cooperation were discussed and the way-forward decided.

COOPERATION WITH OTHER COUNTRIES IN THE FIELD OF PUBLIC ADMINISTRATION AND MANAGEMENT.

21. During the year, the Ministry of Personnel, Public Grievances and Pensions was also engaged with the visiting delegations from Thailand and Canada School of Public Service (CSPS). The interactions with Thailand and CSPS focused on areas of civil service, personnel management and public administration, including reforms initiatives, capacity building and skills upgradation, empowering civil service, e-Governance, empowering citizen through right to information and strengthening vigilance and anti-corruption devices for combating corruption.

DOCUMENTATION AND DISSEMINATION

22 This Department gives financial assistance to state governments/union territories administration for professional documentation and dissemination of ‘Good Governance Practices’. The objective of the scheme is to support professional documentation of good governance practices by the governments/union territories administration.

22.1 Documentation and Dissemination of exemplary good governance practices have been undertaken through publication and audio-visual material.
22.2 The DAR&PG produces documentary films on exemplary best practices and converts them into CDs for disseminating amongst the policy makers, implementing agencies for sharing of experience with each other.

22.3 The Department also organises presentation on best practices of governments/union territories administration in which senior officers of the governments/union territories administration concerned with the subject matter and Secretaries of the concerned Ministry in the Government of India are invited to share their experiences. These presentations are chaired by the Cabinet Secretary.

22.4 ‘Splendour In The Grass’ which is a comprehensive collection of sixteen case studies was published by the Department of Administrative Reforms and Public Grievances during 2008. It records how innovations were evolved and implemented using proactive administrative methods based on relevance, large civic participation and social equity for far-reaching changes.

22.5 Another book was published during 2008 by the Department titled ‘Roofless Towers’. It is an attempt to showcase the initiatives (which won Prime Minister’s Awards for Excellence in Public Administration in April, 2008) by the motivated and enthusiastic officers from across the country. It includes a varied spectrum from education to advances in IT onto social upliftment etc. This compilation describes the background against which the reforms are being attempted and the challenges that are being faced by the initiators.

22.6 The Department also published during 2008 another book “Management by Listening” authored by Shri R. Poornalingam, IAS (retd.). This book discusses the hitherto sidelined but key aspects of management – listening to one’s customers. It highlights this quality as an asset and tries to establish its importance as a wonderful management resource. Based on real-life management experiences, it particularly enlists numerous advantages of how listening can enhance the output, customer satisfaction and the performance of an organisation.

22.7 Dissemination of important relevant material on good governance initiatives are also published/produced by other agencies through duplication, reprint, etc.

22.8 Documentation of proceedings of workshops, seminars, conferences on requisition are also organised by various divisions of the Department.
22.9 The DAR&PG has been assigned a sub project on Documentation and Dissemination of Good Governance Practices under the World Bank Project ‘Capacity Building for Good Governance’. Under this project, ‘Governance Knowledge Centre’ (GKC), a digital repository of good governance practices has been created which was launched by the Prime Minister on 19 May, 2006. The Jawaharlal Nehru University has been assigned the responsibilities of maintenance/upgradation of the GKC portal www.indiagovernance.nic.in

22.10 An initiative called ‘Modeling Best Practices’ has been taken up with its focus on improving governance and service delivery for the poor. As part of this programme, DARPG is striving for pilot implementation of select best practices in the states. This also involves “Building replicable models from select successful initiatives undertaken in states encompassing innovations in the public administration and governance for pilot implementation in the willing states”.
Department of Pension and Pensioners’ Welfare
1. The Department of Pension and Pensioner's Welfare was set up in 1985 as part of the Ministry of Personnel, Public Grievances and Pensions to cater to the Central Civil Pensioners across the country. It is the nodal agency of the Government of India for formulation of general policy on pension and other retirement benefits, as also the redressal of grievances relating to pension and retirement benefits. The Department has taken a number of steps over the years for streamlining the pension administration system for greater convenience and welfare of the pensioners.

2. This Department is concerned with the formulation and implementation of rules relating to:-
   i. CCS (Pension) Rules, 1972
   ii. CCS (Commutation of Pension) Rules, 1981
   iii. GPF (CS) Rules, 1960
   iv. CPF Rules (India), 1962
v. CCS (Extra-ordinary Pension) Rules

3. Some of the important events/decisions taken during 2008-2009 are as under:

SIXTH CPC RECOMMENDATIONS

3.1 Consequent upon the implementation of the recommendations of the Sixth Central Pay Commission, orders for revision of pension of the pre-2006 and post-2006 pensioners have been issued on 1 September, 2008 and 2 September, 2008 respectively. Also provisions regulating pension/family pension/disability pension, etc., have been further liberalised. Some of the major decisions taken with regard to implementation of the recommendations of the Sixth Central Pay Commission relating to Pension are:

- With effect from 1 January, 2006, minimum Pension/ Family Pension has been enhanced from Rs. 1275/- to Rs. 3500/- per month.

- Pension/family pension of pre-2006 pensioners/family pensioners has been increased by a minimum of 40 per cent of the pre-revised basic pension/family pension. This is more than the increase recommended by the Pay Commission.

- Old pensioners/family pensioners of the age of 80 years and above are now entitled to additional pension ranging from 20 per cent to 100 per cent of the revised basic pension/family pension.

- Full pension is now admissible on completion of 20 years of qualifying service (instead of 33 years of qualifying service) which is calculated at the rate of 50 per cent of the last pay drawn or 10 months’ average emoluments whichever is beneficial to the retiring employee.

- The ceiling for all kinds of gratuity has been raised from Rs.3.5 lakh to Rs. 10 lakh.

- A childless widow will get Family Pension even after her re-marriage.

- Ex-gratia compensation to families of employees who lost their lives in the performance of duty has been enhanced from Rs.5 lakh /7.5 lakh to Rs. 10 lakh/15 lakh.
• 100 per cent disabled pensioners, who retired in accordance with CCS (Extraordinary Pension) Rules are now entitled to Constant Attendant Allowance @ Rs. 3000/- per month.

• Instructions have been issued for enhancement in the ad-hoc ex-gratia allowance to the level of Rs.3500/- w.e.f. 1 January, 2006 to (i) Burma/ Pakistan Civilian Pensioners/ Family Pensioners; (ii) Retired Central Government employees covered under Indo-Pakistan Agreement – 1949; (iii) Dependents of victim of Quetta Earthquake; and (iv) Dependents of Government servants covered under Press Note of 1954.

• All orders concerning revision of Pension/ Family Pension, etc. issued by the Department were hosted on the Website of this Department for public domain.

• Specific instructions were issued to all Pension Disbursing Authorities, including the Public Sector Banks, to ensure that the revised Pension/ Family Pension and arrears thereof are paid to the pensioners/ family pensioners on priority.

DEARNESS RELIEF TO PENSIONER/ FAMILY PENSIONER

3.2 Rates of Dearness Relief (DR) payable to Pensioners/ Family Pensioners have been revised w.e.f. 1 January, 2006. Dearness Relief will now be payable at the following rates:

i. 1.1.06 - Nil

ii. 1.7.06 - 2 per cent

iii. 1.1.07 - 6 per cent

iv. 1.7.07 - 9 per cent

v. 1.1.08 - 12 per cent

vi. 1.7.08 - 16 per cent

3.2.1 To enable banks to speedily disburse the D.R., copies of the order were sent by Fax/E-Mail to Public Sector Banks and also hosted on the website of this Department.
OTHER MAJOR DECISIONS

4. The other major decision are as follows:-

   I. A son/ daughter of a Government servant, suffering from any disorder or disability of mind (including mentally retarded) or physically crippled or disabled, would now be required to submit Medical Certificate from a ‘Medical Board’ (as laid down therein) once if the disability is permanent and once in five years if the disability is temporary.

   II. Special benefits in cases of death and disability in service - Minimum ceiling of Family Pension and Disability Pension enhanced (for Category ‘B’, ‘C’, ‘D’ and ‘E’) consequent upon enhancement in the minimum ceiling of pension/family pension.

PENSIONERS’ PORTAL – A MISSION MODE PROJECT ON PENSION

5. The Department launched a Pensioners’ Portal for public domain in March, 2007 with a view to facilitating information relating to pension matters and facilitate redressal of pensioners’ grievances. Following activities have been undertaken since then:-

   a) 27 Pensioners’ Associations have been identified across the country as part of the implementation process of the Portal. This has been done through a series of visits by the department’s officers to the states in order to assess their suitability/capability to implement the portal.

   b) The Pensioners’ Associations have been strengthened by way of installation of Hardware/Software at their locations; training of their representatives; provision of recurring grant-in-aid for meeting day-to-day expenditure; necessary guidance and advice from the Department;

   c) NIC Computer Centre in the Department has been strengthened through the provision of necessary Hardware/Software.

   d) 2 Programmers engaged to support the efforts of the Department for implementation of Portal.
e) Homepage further improved through addition of more utilities by providing hyper/related links.

f) Department related Parliamentary Standing Committee on Demands for Grants of this Ministry (2007-08) reviewed the working of the Portal and commended the excellent work done by the Department to help the pensioners.

**HINDI PAKHWARA**

6. A Hindi Pakhwara was organised by the Department during the second fortnight of September, 2008, with a focus on making more and more use of Hindi in the official working